

Organisation	Reliance Retail Ltd.
Business	Fashion & Lifestyle
Role Name	Department Manager
Reporting Manager	Store Manager
Role Purpose	Responsible for presentation, sales, profitability, visual merchandising, and customer satisfaction of categories/brands in the respective department
Salary Band	3.5 – 4.25 Lakhs per annum
Location	PAN India

BSC perspective	Key Responsibilities
Finance	<ul style="list-style-type: none"> ▪ Achieve revenue, gross margin. ▪ Control inventory level and shrinkage. ▪ Increase margins and minimize expenses. ▪ Achieve higher average transaction value per customer.
Customer	<ul style="list-style-type: none"> ▪ Stores to look as per guidelines. ▪ Ensure that sales team meets customer's need. ▪ Assist customer for location of product, point of purchase and answer questions.
Internal Business Process	<ul style="list-style-type: none"> ▪ Ensure effective stock and visual merchandising. ▪ Monitor sales figure/inventory planning. ▪ Gather consumer data for feedback. ▪ Adhere to Mockshop guidelines for visual merchandising. ▪ SOP Implementation and Adherence in department.
People/ Learning & Growth	<ul style="list-style-type: none"> ▪ Sales staff are trained and constantly updated. ▪ Product knowledge, brand differentiation. ▪ Recognize and develop talent. ▪ Optimize manpower resource for category. ▪ Functional and behavioral training. ▪ Mentor sales assistance through training and career planning. ▪ Update category and store associates on latest development in new product/brands and presentation/selling technique.

Competencies	
Functional Competencies	<ul style="list-style-type: none"> ▪ Ability to work under pressure ▪ Attention to Detail ▪ Customer Centricity

Generic Competencies	<ul style="list-style-type: none">▪ Communication Skills▪ Commitment to Excellence
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Academics and Experience	
Qualification	Graduate/Diploma in Retail or equivalent degree
Work Experience	2+ years' experience