

Job Title: Shop Manager

Reports to: Shipboard Operations Manager

Job Summary

The Shop Manager is responsible for the day to day operations of the Heinemann Americas Shipboard stores through their ability to help lead staff, analyze sales figures, execute shop sales strategy, and drive sales.

Duties and Responsibilities

- Leads, coaches, and mentors shop staff with the support of Shop Assistant Manager.
- Analyzes sales figures, identifying areas of deficiency in staff performance, product assortment, or other areas impacting sales and recommend/execute strategy for improvement.
- Ensures the shops are hitting sales targets and meeting performance expectations.
- Prepares promotional planner and event schedule to drive product sales and guest traffic.
- Understands guest needs and identify shopping trends.
- Provides guidance and coaching to shop staff, including disciplinary action in accordance with Heinemann shipboard procedures, when necessary.
- Manages inventory with an emphasis on asset protection and stock control.
- Analyzes and reports sales and talent data to corporate office.
- Handles guests' complaints and queries.
- Must be prepared to multitask and take on additional duties as needed (including vessel safety duties).

Required Skills and Experience

- At least 2 years' shipboard experience in the Shop Manager position, or 4 years' experience as a shipboard Assistant Shop Manager, required.
- Excellent ability to identify guest needs and preferences, while possessing excellent customer service skills.
- Excellent ability to identify staff performance issues and decline in morale. Ability to coach and mentor staff.
- Ability to analyze sales figures and trends and recommend strategy based on analysis.
- Fluent in English, oral and written. Ability to speak multiple languages preferred, but not required.
- High School graduation certificate.
- Previous shipboard retail experience highly preferred.
- Strong customer service, communication and negotiation skills.
- Knowledge of products and inventory techniques.
- Ability to stand for extended periods of time and move boxes weighing up to 50lbs.