

Position: Full-time, General Manager

Pay: Competitive pay & bonus, employee discount, ongoing seminar/industry education

About Tiffany's

Tiffany's has provided southwest Michigan with superior service, quality and value since 1982. Tiffany's is not just a wine shop as we also offer a large array of spirits, gourmet groceries (including the finest bulk extra virgin olive oil), imported beer, a fromagerie, a deli, and specialty services for catered events. Our extensive wine selection is filled with hard to find specialty items personally selected by our in-house sommelier and owner Saad Mandwee. We are passionate about delivering the highest quality food, beverage, and specialty groceries to our customers. Our customers are our top priority by providing the best possible retail experience and product selection.

Job Description

We are looking for an individual who can oversee all daily operations at our Kalamazoo, MI retail location. In this position, you will supervise salespeople, supervise the deli, direct stocking tasks, develop and execute displays for in-store promotions, help drive sales by conducting tastings/special events, and assist customers with questions about Tiffany's products and services. Your duties and responsibilities will also include QuickBooks based accounting, monitoring inventory, placing orders with vendors, and meeting with sales reps to test out new products that may be considered for sale.

Job Overview

- Report directly to the owner;
- Open/close the store and act as Manager On Duty;
- Oversee all employees including: cashiers, sales floor, and deli;
- Provide exceptional customer service by greeting and establishing a relationship with customers while informing them of Tiffany's products and services;
- Drive revenue growth through the development of team members focused on strong product knowledge and sales acumen;
- Help with training all existing team members and all new hires to educate staff on Kalamazoo County & CDC Covid-19 protocols, proper employee documentation, and all other HR related issues;
- Follow and comply with all applicable health and sanitation procedures and adhere to all safe work practices;
- Maintain MLCC compliance and cleanliness standards on the sales floor, deli, stock room, employee only areas, and bathroom;
- Oversee daily activities of all cashier, deli, merchandising, and sales floor operations;
- Participate in and conduct wine, spirits, and beer training to maintain high product knowledge for yourself and the staff and catering/events;
- Coordinate R/M issues for all refrigeration equipment, doors/windows, IT equipment, floors, and other in-store infrastructure;
- Minimum Qualifications

- Ability to work a variety of full-time schedule (nights, weekends, holidays);
- Experience using POS systems such as The General Store or other similar retail software;
- Experience in QuickBooks based accounting: AR/AP, payroll, inventory management, P/L creation, and banking transactions;
- Maintain budgeted comps and margins with understanding of basic accounting;
- Knowledge of some Microsoft Office Programs including Word, Excel, PowerPoint and Outlook;
- 2 or more years of retail sales, customer service or hospitality management experience;
- Strong interpersonal and leadership skills with a positive and engaging management style;
- Strong desire to develop knowledge of products sold (especially wine);
- Ability to manage multiple projects simultaneously;
- Excellent communication skills, both written and verbal;
- Meet all deadlines in terms of purchase journals, scheduling, invoices, etc.;
- Driver's License (for delivery, catering, etc).

Physical Requirements (with or without accommodations)

- Ability to stand and walk for extended periods of time;
- Ability to bend and stoop to grasp objects, climb ladders, lift loads up to 50 lbs, push and pull hand carts (unassisted).

Preferred Qualifications

- A passion for wine & specialty food industry;
- Desire to obtain Sommelier certification;
- ServeSafe Alcohol certification or TIPS or equivalent;
- SeerveSafe Food Manager certification or equivalent;
- Experience with website management, cloud systems, and e-commerce systems;
- Experience developing and maintaining creative forms of media such as social media, advertisements, in-store signage, etc.;
- Knowledge in Adobe (InDesign, Photoshop).

Send a resume and brief cover letter to saad@tiffanykzoo.com.