



Gallery Manager

Mignon Faget is an iconic Louisiana brand that designs, manufactures, distributes, and retails jewelry and lifestyle products including home goods, baby gifts, and accessories. For over 45 years Mignon Faget has sold beautiful jewelry conceived from an artist's perspective with a continued commitment to artisanal craftsmanship, unique inspiration, and the creation of distinctively original jewelry. Mignon Faget operates 4 retail stores, located in New Orleans and Baton Rouge.

We are currently seeking a Store Manager for our recently opened concept store at The Mall of Louisiana. The Store Manager will be responsible for recruiting, developing, and training staff that is dedicated to achieving sales goals and delivering an exceptional customer experience; executing brand and operational standards to ensure highest possible sales volume; manage inventory through an in-depth knowledge of merchandise.

RESPONSIBILITIES AND TASKS:

Customer Service:

- The handling of customer problems and complaints.
- Reporting all major problems to the Retail Director.

Operations:

- Achieving Sales' Goals.
- The general maintenance and operation of the retail location. This includes the register and credit card machinery, lighting and other tenant regulations.
- Reporting to the Retail Director all pertinent data concerning the operation of the store.
- The ordering of all office and general supplies.
- The handling of all funds that flow through the retail location. Reporting any and all discrepancies to the Retail Director.
- Handling of all special orders/repairs.
- Daily checking of mail in the courier bin, and email.

Personnel:

- The on-going training of each employee in the operations of the location.
- Delegating the duties and responsibilities for each staff member.
- Reporting periodically to the Retail Director on each employee's performance.
- Updating all employees on new collections.
- Updating all employees on information and/or changes within the company relating to both product and policy.
- Making and overseeing a monthly work schedule.

- Checking and approving time sheets before payroll. Submitting payroll, monitoring PTO.
- Keeping up with employee purchases and borrowed jewelry.

Inventory Maintenance:

- Asking for/ordering what is out of stock.
- Keeping an accurate inventory of stock.
- Overseeing the checking in of jewelry received and distributed.
- Keeping an accurate record of all invoices, sales receipts, orders/repairs, damaged jewelry and reporting all discrepancies to Distribution.

Housekeeping:

- Maintaining the store displays.
- The upkeep and polishing of jewelry.
- Overseeing the general cleaning and maintenance of the location. Any task that cannot be performed by the staff (such as mechanical maintenance) should be reported to the maintenance facility at the mall location or to the Retail Director.

REQUIRED QUALIFICATIONS:

- Minimum of three years of Sales management experience in retail or luxury retail.
- Proven track record in sales generation and managing the achievement of sales results.
- Ability to report to work 30 minutes before the retail location opens.
- Ability to be selling on the sales floor for a minimum of 50% of the work day.
- Flexibility to work non-traditional hours, including days, nights, weekends, and holidays.
- Proficient in Microsoft Word and Excel, comfortable using a computer and POS system
- Strong interpersonal and communications skills both verbal and written.
- Strong independent work ethic, excellent time management skills, and organizational abilities.
- College degree.

This is a full time, salaried position with benefits and a generous employee discount.