

the fitting room

Position Title:	Store Manager
Company:	The Fitting Room
Location:	Wellington
Reports To:	Retail Team Manager
Key Relationships:	Business Owners, TFR Store Managers, Website Manager, Stock & Accounts Manager
Type:	Full-time
Direct Reports:	6

The Fitting Room is a leading provider of specialty lingerie and swimwear, known for exceptional customer service, high-quality products, and a respectful, inclusive environment. We strive for a healthy workplace culture, efficient systems, and a financially sustainable business.

Key Responsibilities

Store Operations

- Ensure smooth daily operations, including opening/closing procedures.
- Maintain appropriate staffing levels, manage sick leave and arrange cover.
- Plan rosters in collaboration with the Retail Team Manager.
- Oversee customer service (in-store and online), ensuring timely and professional responses.
- Manage customer complaints and returns in line with store policies.
- Maintain visual merchandising standards and coordinate displays with promotions.
- Oversee administrative tasks such as online order fulfilment, email queries, and stock handling.
- Ensure the store is clean, safe, and well-presented at all times.

Team Leadership

- Foster a positive, inclusive team culture.
- Motivate staff to deliver excellent service and achieve sales goals.
- Provide pastoral care and support staff wellbeing.
- Participate in recruitment, onboarding, and training.
- Manage leave requests and communicate roster changes clearly.
- Ensure compliance with employment obligations and health & safety standards.

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Sales & Business Contribution

- Monitor daily sales and review monthly performance reports.
- Share insights and ideas for business improvement with relevant team members.
- Collaborate with the Retail Team Manager to implement strategies for achieving sales targets.
- Provide feedback on stock levels and customer preferences to the Stock Manager and GM.
- Keep the team informed about business performance and initiatives.

Customer Fitting

- Provide expert fitting services for lingerie, swimwear, and post-surgery products.
- Support customers with care, professionalism, and product knowledge.

Additional Duties

- Participate in marketing events and promotional activities as required.
- Contribute to cross-store collaboration and team cohesion.
- Undertake other duties as reasonably directed by the Retail Team Manager or Business Owners.

Required Experience	Preferred Experience
<ul style="list-style-type: none"> • Proven experience in retail management in a customer-focused environment. • Demonstrated ability to lead and motivate a team to achieve sales and service goals. • Strong background in customer service, including handling complaints and complex queries. • Competence in administrative tasks such as rostering, leave management, and online order processing. • Experience in staff recruitment, onboarding, and training. 	<ul style="list-style-type: none"> • Skilled in bra and swimwear fitting, including post-surgery fittings. • Understanding of employment obligations and health & safety standards. • Experience with visual merchandising and maintaining high presentation standards. • Familiarity with stock management, including receiving, unpacking, and inventory oversight. • Ability to interpret sales data and contribute to business strategy. • Experience participating in promotional events and representing a brand in the marketplace.

Personal Attributes

Enjoys building relationships: Naturally connects with people and builds trust quickly, fostering a warm and inclusive environment.

Driven to deliver results: Focused on outcomes and committed to achieving high standards in every aspect of store performance.

Excellent communicator and listener: Communicates clearly and professionally, while actively listening to understand and respond effectively.

Empathetic and supportive: Values the well-being of others, and contributes to a positive, respectful workplace culture.

Adaptable and solution-focused: Responds calmly and creatively to challenges, always looking for practical ways to improve.

Team-oriented leader: Motivates and supports others, celebrates team success, and leads by example.

Detail-conscious and organised: Keeps track of tasks, follows through on commitments, and maintains high standards of presentation and process.

Customer-focused mindset: Prioritises customer experience and takes pride in delivering exceptional service.

Integrity-driven: Acts with honesty and professionalism, representing the brand with care and consistency.

Growth-oriented: Open to feedback, keen to learn, and committed to personal and professional development.