

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.

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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.

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.

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Required Experience	Preferred Experience
<ul style="list-style-type: none">• Demonstrated ability to lead and motivate a team to achieve sales and service goals and to create a positive work environment.• 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">• Proven experience in retail management, in a customer-focused environment.• 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.• Ability to understand and 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 wellbeing 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.

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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.