



ODEL PLC, a fully owned subsidiary of Softlogic Holdings PLC, is the premier fashion and lifestyle department store chain in the country.

With over 30 years of expertise in fashion the company revolves around a simple yet winning philosophy: a relentless pursuit for the highest quality products and services across the globe, coupled with a superior customer service that ensures a uniquely memorable shopping experience to the customer.

ODEL is the custodian of a range of much loved home grown private labels brands while it also holds the franchise for several leading international high fashion brands.

ODEL continuously evolves to offer customers new experiences, new brand additions, insightful and fashion savvy campaigns that help keep the brand at the foremost of fashion and lifestyle to both local audiences and tourists who patronize the store.

## **OUTLET MANAGER – NEGOMBO**

### **JOB PROFILE**

- Managing and motivating a team to increase sales and ensure efficiency
- Maintain the operational cost efficiencies
- Managing stock levels and making key decisions about stock control
- Analyzing sales figures and forecasting future sales
- Build strong working relationships with all supporting teams
- Coaching and developing staff to ensure that the store delivers the expected results
- Ensuring that high standards are maintained for service excellence, health and safety of employees and customers
- Responding to customer complaints and comments with the support of the customer service unit by following the set standard procedure
- Coordinate and support special promotions, displays and events with support of the merchandising teams
- Having regular staff meetings to discuss the day's/ month's performance, customer issues, new initiatives to improve sales
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives

### **REQUIREMENTS**

- A degree or equivalent and minimum 3 years of experience in a similar role
- Good Communication skills

If your profile fits the bill, share your CV with contact details of 2 non related referees to [careers@odel.com](mailto:careers@odel.com)

