



Hawaii Division – Counter Manager

DFS Hawaii is currently hiring for a Full-Time Counter Manager, Estee Lauder for our T Galleria location in beautiful Waikiki!

Part of LVMH Group (Moët Hennessy Louis Vuitton), DFS (www.dfs.com) is the world's leading luxury retailer catering to the traveling public, with stores spanning the globe from Honolulu, Los Angeles, New York to Asia, India and Italy. We offer our customers a carefully curated selection of exceptional products from over 700 of the world's leading brands across four categories: Fashion and Accessories, Beauty and Fragrances, Watches and Jewelry, Food and Gifts, and Wine and Spirits.

BENEFITS:

- Competitive Pay
- Generous Store Discount
- Knowledge & Skills Trainings
- Medical, dental & additional coverage
- 401K with Company Matching
- Career Development Opportunities
- And much more!

Purpose & Objective of Role:

The Counter Manager is the key people element to DFS' promise of being The World Traveler's Preferred Destination for Luxury Shopping. The Counter Manager is the primary conduit between the divisional merchant team and the customer, ensuring a seamless customer experience aligned to the company vision while effectively driving sales. Managing, mentoring, and developing a cross-functional sales team, the Counter Manager brings to this role energy, an ability to lead and correct while acting 'on their feet' and an intuitive sense to think ahead and problem solve. The Counter Manager owns their brand's business at store level and are responsible for ensuring promotions, product training, and overall floor presentations are being met. In addition, they are engaged at a strategic and tactical level and work directly with the divisional merchant team on effectively executing what needs to happen to drive sales today as well as communicating future opportunities for growth.

The Counter Manager possesses an outgoing and assertive personality, strong interpersonal skills, and a desire to lead and inspire their teams. Most importantly, they possess a passion for the brands and products they represent.

Essential Job Duties and Responsibilities:

Selling and the Customer Experience

- Align the customer experience to the company vision - exceptional people delivering exceptional product
 - Lead, inspire and celebrate exceptional customer experiences
- Drive sales: action sales, clearance, promotions, and incentive targets with passion. Work with the PSM on ways to increase and continually improve team productivity results in:
 - Conversion of customers from non-buying to buying;
 - Spend per transaction, and
 - Average Units per Sale (AUS)
- Manage your sales floor: Ensure a high energy, positive floor experience for staff and customers
 - Observe, coach and react to what is happening around you to continually improve the customer experience and team productivity



- Manage team visibility on the shop floor for optimal staffing and floor coverage
- Effectively partner with the Platinum Services team and enhance the customer experience

Team & Service Management

- Effectively communicate company overall objectives and how the sales team are critical to driving the achievement of company vision, store sales targets and strategies for those objectives. Ensure the Beauty Advisors have clear goals and objectives which remain focused on the customer experience and productivity targets.
- Review sales productivity and individual sales team member's performance/commission performance on a regular basis.
- Create and promote a positive work and industrial relations environment in line with DFS values, employee related policies and practices and local environment considerations. Responsible for sales staff retention, development and job satisfaction levels. Provide effective team leadership through open communication, training, coaching and active encouragement of the sales team to meet or exceed location sales and profitability targets, while role modeling desired behaviors.
- Ensure a development plan is in place and actively reviewed for each of your sales team. Work with your PSM to identify future potential PSM's and Team Leaders and ensure development plans for this talent
- Take corrective action to improve unsatisfactory performance, in consultation with your PSM and Talent Management, adhering to local TM requirements.
- Lead, coach and train your team to ensure they are consistently growing in skills, confidence and effectiveness in their roles. In addition to service levels this includes the sales team's continual improvement and refinement of sales techniques and product knowledge, and effective translation into customer penetration and staff productivity results.
- Prepare and deliver performance appraisals providing relevant and specific feedback.
- For training sessions and materials used by you and your team, provide feedback on training effectiveness to your PSM. Actively participate in pre and post training discussions at your location, with action plans made where appropriate, to actively reinforce practical application of the learning.
- Participate in recruitment and selection of your sales staff as required. Ensure recruitment interviews are conducted in a professional and efficient manner. In collaboration with your PSM and Talent Management, apply recruitment techniques for quality talent selection and ensure adherence to DFS related policies and local legislation.

Product Management

- Responsibility for being the primary communication link between product merchants and the customer, including regular phone and email communications. Actively prepare and participate in Brand conference calls and meetings.
- Maintain a very high standard of product and brand knowledge for your area, and ensure the same from your team
- Maintain and enhance local brand relationships, while upholding confidentiality in sales and performance related information
- Ensure floor presentation meets or exceeds brand and DFS requirements
- Participate in the development and execution of merchandise strategy including promotions, seasonal buys, and event strategies for the brand.
- Set and maintenance of appropriate Presentation Stock (PS) levels
- Facilitate the interests of the best clients via the product.

General



- Actively participate in corporate charity initiatives, local community and government activities to demonstrate DFS' commitment to the local community in both business and social senses.
- Actively promote the DFS brand and a strong positive professional image at all times.
- Complete internal reports and participate in various projects as/when required.
- Communicate with your PSM on relevant store issues.
- Manage team compliance with all company policies and procedures, Customs regulations and relevant trading laws, raising any concerns or issues to your PSM or AGM Operations.
- Ensure that the workplace is safe, with the premises and behaviors of employees not imposing risks to the health and safety of any person. Where risks are identified, report appropriately for prompt assessment and action in line with location procedures.
- Perform any other duties as requested in a diligent and conscientious manner.

Positions Requirements:

- Educational Requirements: +2 Years of college education, preferable in business related field not essential.
- Work Experience: 2+years of Cosmetics Sales experience preferred. 2 Year Supervisory experience preferred. Leadership experience with sales and luxury merchandise highly desired.
- Critical Skills: Fluency in English and other languages as required by location.

Other Qualifications:

- Strong multidimensional leadership ability. Able to effectively operate in a culturally diverse environment with astuteness and sensitivity.
- Must have high degree of integrity and confidentiality with a keen sense of business/financial acumen
- Accuracy and attention to detail.
- Able to work under stringent deadlines and high pressure and be able to prioritize a heavy workload with multiple deadlines.
- Must have strong interpersonal skills and be able to work well with personnel at various levels.
- Must have strong communication skills, both oral and written and be comfortable in making presentations.
- Function as a resourceful and proactive team member.
- Must be able to have a flexible schedule.
- Able to work independently with minimal supervision.
- Must be accurate.
- Strong organizational skills
- Strong analytical skills; ability to work with complex issue.
- Able to make sound decisions with relevant facts at hand. Does not shy away from conflict.
- Good problem solving skills.
- Ability to work independently and on weekends and outside of regular office hours, if required.



There are 3 ways to apply:

1. Email your resume to jobs@dfs.com
2. Click the link below to submit application,
<https://app.smartsheet.com/b/form?EQBCT=39ee4af43366426cb33fab3d5310b6d>
3. Use QR code below for easy access.

