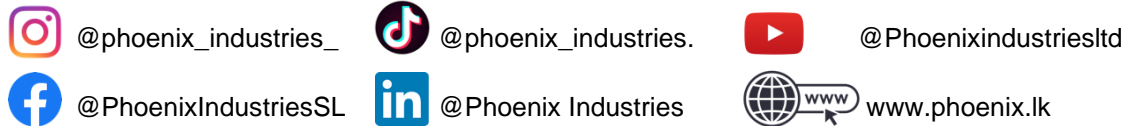


## Phoenix Industries – Assistant Manager – Retail and eCommerce

Imagine what **YOU** could do here! At Phoenix, great ideas have a way of becoming great products, services, and customer experiences very quickly. Bring passion and dedication to your job and there's no telling what you could accomplish.

### Company Profile:



### The Role

We are looking for an enthusiastic retail and digitally friendly individual to be a part of our growing team. Our goal is to give our customers the best experience in our showrooms. As an assistant manager – Retail and eCommerce, you are responsible for every aspect of the day-to-day supervision of retail outlets, including sales, staff, stock, and resource management. You will also research competitive products and analyze consumer behavior to ensure our store meets and exceeds customer expectations.

### Key Responsibilities

1. To deal promptly with customer complaints, in accordance with company policy, with the retail manager.
2. To ensure that the showroom and all displays are neat, tidy, and operational at all times.
3. Assist in planning and implementing strategies to increase customer footfall across all showrooms and grow the Phoenix retail channel.
4. Assist in growing the Phoenix eCommerce business.
5. Conduct regular audits to ensure the retail locations are up to company standards and expectations.
6. Coordinating, monitoring, and reporting on daily operations.
7. Ensuring the best customer experience for our customers across all channels.

### Requirements

1. A bachelor's degree in management from any state or private university is preferred.
2. Minimum of 4 years of experience as a retail assistant manager or similar position.
3. Proficiency in MS Office.
4. Strong leadership and people management skills.
5. Decision-making and problem-solving skills.
6. Excellent communication and organizational skills.
7. Experience in training and managing a team.
8. Attention to detail and able to work on a flexible schedule.

If interested, please send your resume, and cover letter to [careers@phoenix.lk](mailto:careers@phoenix.lk)

