



BIRR • THE FERRY, LORRHA • NENAGH • ROSCREA • TEMPLEMORE



Mulrooneys Gala Group have an exciting opportunity to join their growing company, and are now recruiting for a **Retail Forecourt Manager**. This is an excellent opportunity for career progression. The company has been operating for the past 20 years in the Retail and Forecourt sectors. This is a full-time role and successful candidates must be fully flexible to work hours to meet the store requirements.

We are seeking a Retail Manager with minimum of 3 years' experience to join our team. The position will have responsibility for the running of one of our convenience and forecourt stores.

Duties / Responsibilities:

- Ensure that the Retail/Forecourt unit runs efficiently and smoothly.
- Ensure store standards are consistently maintained and improved in terms of merchandising, presentation and service.
- Continually communicate with Owners and other Stores Management Teams regarding objectives and store performance
- Oversee Deli & Bakery operating standards and margins, ensuring KPI's are being met
- Plan for market changes and demands as they arise.
- Ensure in-store promotions are managed appropriately.
- Ensure company policies and procedures are implemented and managed within the store.
- Manage cash handling in line with company cash handling procedures and take action on any discrepancies that arise.
- Accountable for ensuring consistently high levels of customer service.
- To ensure all customer complaints are dealt with in the appropriate manner.
- Ensure effective stock control systems are in place.
- Actively Live Company values
- Manage employee rostering and annual leave and maintain accurate and secure records

- Ensure merchandising and presentation of the entire store is of the highest standard at all times and in accordance with relevant store guidelines
- Develop and promote good communication between employees and management in a safe, respectful, and inclusive environment
- Deal with all customer queries efficiently, professionally, and consistent with store policy

Key Requirements:

The ideal Candidate should have:

- Minimum 3 years' experience in a relevant retail management position
- An understanding of how to achieve KPIs and targets
- Strong knowledge and experience in reading reports and putting them into action.
- Excellent communication skills
- Good delegation skills
- Highly driven with a strong work ethic
- Passion for grocery retail
- Thrive in a fast-paced working environment.

They should have proven ability in managing a retail team including the following:

- Recruitment & People Management
- Problem solving
- Managing performance of all personnel - developing team and team work
- Excellent operational knowledge of retail environment.
- Excellent interpersonal relations.
- Excellent understanding of consumer needs.
- Proven track record in achieving agreed targets understanding margins and achieving desired results.
- Experience of Back Office Systems

- Experience of On line Ordering Systems

Personal Profile should include:

- A minimum of 3 years Retail & Forecourt Management Experience is required
- Be able to conduct yourself in a professional manner at all times
- You must be customer focused, innovative, motivating and energetic for this hands on role
- You must have great organisation and team leader skills and be self-motivated, enthusiastic, and have positive attitude towards work.

Benefits:

- Competitive weekly salary
- 30 days holidays (inclusive of Bank holidays)
- Self-Rostering based on business needs
- Discretionary bonus based on achievable KPI targets
- Dynamic work environment
- Candidates must be available on a full-time basis and flexible to work various shifts including midweek and weekends.