**Cliffs of Moher Craft & Gift Store - Assistant Manager**

**Permanent Position**

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| **Role Purpose:** |
| We are seeking a confident and reliable Assistant Store Manager to support our Retail Manager with the daily business operation in a very busy environment. The ideal candidate will lead by example, motivating and leading staff while adding a real contribution to the continued success of the Retail Store.  |
| **Responsibilities**  |
| * Recruiting and training staff
* Managing inventory, ensuring a safe, clean, and aesthetically pleasing store environment
* Assisting the Retail manager in operations, human resources, customer service and merchandising.
* Recruiting, training all seasonal employees.
* Managing employee rosters and work schedules.
* Monitoring and maintaining store inventory levels.
* Ensuring Company Policy and procedures are followed.
* Resolving customer complaints and concerns in a timely manner.
* Ordering and receipting on oracle purchasing system
* Liaising with Human Resources on policy, procedures, and forums.
* A working Knowledge of store warehouse operation
* A working Knowledge of cash office
* Must have a flexibility working ethic, to cover various working shifts, weekends etc
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| **Essential Requirements:** |
| * Previous retail experience.
* Experience in training and managing a team, with strong leadership and people management skills.
* Excellent communication and organizational skills.
* Must be competent in MS Office suite – Word, Excel
* A working knowledge of store warehouse operation and cash office will be an advantage.
* Decision-maker and problem-solver, with a focus on detail
* Able to work a flexible schedule.
* Fluent English essential

Applications in the form of covering letter and current CV should be sent to hr@shannonheritage.com **to arrive no later than 5.00 p.m. 24th October 2023****PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you. |