



OYINS RESORT: A SUBSIDIARY OF OYINSINTERNATIONAL

OLD EPE GARAGE, IJEBU ODE OGUN STATE NIGERIA

ADMINISTRATIVE STAFF MEMBERS

Additional Roles

FLOOR MANAGER (MALL)

Responsibilities:

Ensure excellent customer service by addressing customer inquiries, concerns, and feedback.

Train and supervise staff in providing a positive shopping experience.

Train, and manage floor staff.

Schedule employees and manage staffing levels to meet customer demand.

Oversee product displays, pricing, and promotions to optimize sales.

Monitor inventory levels and coordinate with the inventory management team.

Stay informed about products, promotions, and sales events.

Train staff on product knowledge to assist customers effectively.

Maintain an attractive and organized sales floor.

Ensure proper signage, cleanliness, and orderliness of product displays.

Implement security measures to prevent theft and minimize loss.

Work with security personnel to monitor and address security issues.

Monitor inventory levels and coordinate with the inventory control team.

Conduct regular stock checks and report discrepancies.

Ensure compliance with safety regulations and store policies.

Address any issues related to health and safety on the sales floor.

Provide ongoing training to staff on customer service, product knowledge, and operational procedures.

Conduct regular performance evaluations.

Address and resolve customer complaints or disputes.

Handle any issues that arise on the sales floor promptly and professionally.

Generate and analyze sales reports.

Provide insights and recommendations for improving sales performance.

Coordinate with other departments such as the warehouse, cashier, and administrative teams to ensure overall store efficiency.

Communicate effectively with management.

Requirements:

A high school diploma or equivalent is typically required.

Additional education in business, retail management, or a related field may be an advantage.

Previous experience in retail or supermarket management, with a focus on floor management.

Supervisory or managerial experience is often preferred.

Excellent interpersonal and customer service skills.

Ability to lead by example and create a positive shopping environment.

Strong leadership and team management skills.

Ability to motivate and guide a diverse team.

Effective communication skills, both written and verbal.

Ability to communicate clearly with staff and customers.

Strong organizational and multitasking abilities.

Ability to prioritize tasks and manage time effectively.

Strong problem-solving abilities to address issues on the sales floor.

Proactive in identifying and resolving potential challenges.

Ability to adapt to changing circumstances and customer demands.

Flexibility in handling different aspects of floor management.

Basic numerical skills for handling sales data, inventory figures, and pricing.

Familiarity with point-of-sale (POS) systems and other retail management software.

Ability to use technology for inventory tracking and sales reporting.

Ability to stand for extended periods and lift moderately heavy objects.

Physical fitness for an active role on the sales floor.

Benefits:

Competitive salary and benefits package. Opportunity to work in a dynamic and fast-paced environment. Career development opportunities within a growing hospitality company. Discounted hotel stays and access to hotel amenities. The chance to make a positive impact on the guest experience. If you are a highly motivated and customer-oriented individual with a passion for hospitality, we encourage you to apply!

To Apply:

Please send your resume and cover letter to [hr@oyinsinternational.com] We look forward to hearing from you!