



OYINS RESORT: A SUBSIDIARY OF OYINSINTERNATIONAL

OLD EPE GARAGE, IJEBU ODE OGUN STATE NIGERIA

ADMINISTRATIVE STAFF MEMBERS

Assistant Floor Manager

Summary:

The Assistant Floor Manager supports the overall operations of a retail store or similar establishment by assisting the floor manager in managing staff, ensuring excellent customer service, and optimizing sales performance. This role involves supervising employees, resolving customer inquiries, and maintaining store standards.

Responsibilities:

1. Assist the floor manager in overseeing daily operations, including opening and closing procedures, staff assignments, and task delegation.
2. Supervise and motivate retail staff to achieve sales targets and provide excellent customer service.
3. Train new employees on store policies, procedures, product knowledge, and customer service techniques.
4. Monitor sales performance and provide feedback to staff to drive improvements and achieve sales goals.
5. Resolve customer inquiries, complaints, and issues in a professional and timely manner, escalating to the floor manager or management as needed.

6. Assist in inventory management, including stock replenishment, merchandise displays, and conducting regular stock checks.
7. Ensure compliance with company policies, procedures, and safety standards, including cash handling and security measures.
8. Conduct regular walkthroughs of the sales floor to ensure cleanliness, organization, and adherence to visual merchandising standards.
9. Assist in scheduling staff shifts, managing employee attendance, and addressing staffing needs based on business requirements.
10. Collaborate with the floor manager and management team to implement strategies for improving sales performance, customer satisfaction, and operational efficiency.

Qualifications:

1. High school diploma or equivalent.
2. Proven experience in a retail environment, with at least 1-2 years in a supervisory or leadership role.
3. Strong leadership and management skills, with the ability to motivate and coach a team.
4. Excellent communication and interpersonal skills, with a customer-focused mindset.
5. Knowledge of retail operations, including sales techniques, inventory management, and merchandising principles.
6. Proficiency in using point-of-sale (POS) systems and other retail software.
7. Ability to handle multiple tasks and prioritize responsibilities in a fast-paced environment.
8. Attention to detail and the ability to analyze sales data and metrics to make informed decisions.
9. Flexibility to work evenings, weekends, and holidays as required by retail schedules.
10. Commitment to upholding company values and fostering a positive work culture.

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!