



Heinemann
Americas, Inc.

Job Title: Shop Manager

Reports to: Shipboard Operations Manager

Job Summary

The Shop Manager is responsible for the day to day operations of the Heinemann Americas Shipboard stores through his/her ability to help lead staff, analyze sales figures, execute shop sales strategy, and drive sales.

Duties and Responsibilities

- Will lead, coach, and mentor shop staff with the support of Shop Assistant Manager.
- Ability to analyze sales figures, identify areas of deficiency in staff performance, product assortment, or other areas impacting sales and recommend/execute strategy for improvement.
- Ensure the shops are hitting sales targets and meeting performance expectations.
- Understand guest needs and identify shopping trends.
- Provide guidance and coaching to shop staff, including disciplinary action in accordance with HAI shipboard procedures when necessary.
- Must be prepared to multitask and take on additional duties as needed (including vessel safety duties).

Required Skills and Experience

- Previous experience as a Shipboard Shop Manager or Assistant Shop Manager is required.
- Excellent ability to identify guest needs and preferences, while possessing excellent customer service skills.
- Excellent ability to identify staff performance issues and decline in morale. Ability to coach and mentor staff.
- Ability analyze sales figures and trends and recommend strategy based on analysis.
- Ability to work in a close-knit, team environment and work well under pressure.
- Ability to stand for extended periods of time and move boxes weighing up to 25lbs.
- Ability to speak multiple languages (preferred, but not required).