



Heinemann
Americas, Inc.

Job Title: Assistant Shop Manager

Reports to: Shop Manager

Job Summary

The Assistant Shop Manager assists the Shop Manager in running the day to day operations of the Heinemann Americas Shipboard stores through his/her ability to help lead staff, analyze sales figures, and drive product sales.

Duties and Responsibilities

- Assist Shop Manager in leading, coaching, and mentoring shop staff.
- Ability to analyze sales figures and help Shop Manager identify areas of deficiency in staff performance, product assortment, or other areas impacting sales.
- 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 as deemed 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 retail Assistant Manager is highly preferred. Experience as shipboard retail Assistant Manager is preferred.
- 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.
- Ability to work in a close-knit, team environment.
- Ability to stand for extended periods of time and move boxes weighing up to 25lbs.
- Ability to work well under pressure.
- Ability to speak multiple languages (preferred, but not required).