

# About the Job

## Position Statement

Department Manager is responsible for fostering and sustaining company core values while achieving: Superior customer experience, sales results, operational and visual excellence and compliance to all company policies and procedures.

## Responsibilities

### Results Leadership

- Embrace and promote Wildcat Harley-Davidson standards of exceptional customer service
- Manage change through communication and positive support of all company initiatives.
- Achieves sales goals and holds self and team accountable for driving results.
- Maintains the integrity of the Harley-Davidson brand identity through compliance of visual and operational directives.
- Demonstrate effective and successful prioritization and time management skills.
- Recognizes and rewards behaviors that reinforce both progress and success.

### Thought Leadership

- Able to identify, utilize and communicate financial indicators as directed by Director of Retail Operations
- Ability to create and implement an action plan for financial success through analyzing historical results and reviewing current performance.

### People Leadership

- Ability to identify, develop and retain high-potential employees. Consistent evaluating, coaching, & training.
- Able to anticipate and plan for long term staffing needs. Source, recruit and build a team with complementary strengths and skill sets needed to deliver the Wildcat Harley-Davidson experience.
- Ensures an effective learning environment by utilizing training progressions, training modules provided by Harley-Davidson University.

### Personal Leadership

- Inspires trust by maintaining a respectful work environment and fostering open communication.
- Models ethical behaviors of the organization. Protects confidential information and confronts actions that border on the unethical.
- Models Core Values of "Respect" as set by Wildcat Harley-Davidson.
- Leads by example and demonstrates consistency between words and actions.
- Demonstrates accountability by accepting responsibility for personal and team results.
- Accepts all other related projects and/or duties assigned by Operations Manager.

## Requirements

- Minimum 5 years experience managing a minimum \$1M specialty retail business preferred
- Experience in a leadership role managing a staff in excess of 10 persons preferred
- Customer focused, team oriented with strong interpersonal skills (i.e. effective listening and clear communication skills)
- Merchandising/visual skills; experience with specialty retail apparel and home accessories
- Ability to work on their feet in a fast paced environment for extended periods of time.
- Ability to solve problems and manage conflict
- Detail oriented, conscientious, thorough and reliable
- Extreme flexibility and adaptability to work weekends
- Excellent verbal and written communication skills
- Strong working knowledge of POS systems, Word and Excel preferred