



Retail Clienteling Manager

Mission

Clienteling Manager, as reference point in the Region, with a strong understanding of clients and their needs, facilitates the achievement of business results and supports client acquisition, upselling & retention, creating long-term value for clients and the company.

Clienteling Manager will play a key role in spreading the Clienteling vision, culture & approaches among all store teams in the Region and will also implement and adapt Client Programs and Experiences to local needs.

Responsibilities

Culture: Inspire, drive, coach and support store teams in developing a client-oriented mindset, ensuring a proper understanding and constant execution of all clienteling activities for all store teams in the regions, collecting needs and sharing best practices, becoming the eye on the market for HQ.

Strategy & Analytics: Leverage on client and market analysis to set local clienteling objectives, adapting central strategy at regional level, constantly update the Region and the HQ on progress and achieved business results.

Planning and organization: translate guidelines from HQ into a detailed regional Client Animation plan to support client acquisition, upselling & retention, also leveraging on local market opportunities.

Implementation: Support the design of clienteling processes at regional level, ensuring proper implementation and consistency of approach, supervise and promote the correct use of all Clienteling tools in store.

Top Clients: Promote the knowledge and support privileged relationship with Top Clients, developing our leadership on the local market on high end individuals

Budgeting: Scout resources, accurately manage and ensure a proper allocation of the clienteling budget, monthly reporting on expenditures

Role Competencies

- Business development approach and clienteling mindset
- Curiosity
- Accountability and Results Orientation
- Distinct Problem Solving capabilities (analysis, synthesis, decision making)
- Team working and organizational capabilities
- Coaching capabilities and great communication skills
- Stable and balanced personality

Organizational Relations

- Hierarchical report: Stone Island General Manager
- Functional report: Global Clienteling Director