



Retail Store Assistant Manager

Dick Pond Athletics is a family-owned premier running specialty retailer with five locations throughout the greater Chicagoland area. Since 1969, we have proudly served our communities with exceptional care and expertise for over 50 years.

Our commitment to outstanding customer service, community engagement, and superior product knowledge is what sets us apart. We are seeking a full-time assistant manager who shares our passion for helping others and aligns with our mission of delivering an exceptional customer experience while serving our communities at the highest level.

If you enjoy working with people, have a positive attitude, and are passionate about fitness, running, and making a difference, we'd love to have you join our team.

Key Responsibilities

- Support daily store operations, including opening and closing procedures, cash handling, inventory control, merchandising, and general store maintenance.
- Partner with the Store Manager to achieve sales goals through effective merchandising, promotions, and customer service.
- Help recruit, train, coach, schedule, and motivate a knowledgeable retail staff
- Provide leadership and oversee store operations when the Store Manager is unavailable.
- Create exceptional customer experiences by maintaining service standards and resolving customer questions or concerns.
- Assist with inventory management, including replenishment, accuracy, product transfers, and returns.
- Monitor sales performance and communicate trends, opportunities, and concerns to the Store Manager.
- Ensure employees follow company policies, procedures, and any brand requirements.
- Support product launches, local promotions, community partnerships, and company-wide initiatives.
- Help manage and grow existing in-store and community events.
- Identify potential new events, partnerships, and sales opportunities throughout the community.
- Provide feedback and recommendations to improve store performance, customer service, and employee development.

Preferred Qualifications

- Two or more years of retail experience, with previous leadership or supervisory experience preferred.
- Experience in run specialty is preferred
- Proven ability to deliver knowledgeable and high-quality customer service.
- Strong leadership skills and the ability to coach, motivate, and support employees.
- Excellent communication, organization, and problem-solving skills.



- Proficiency with point-of-sale systems, retail reporting tools, and Microsoft Excel or equivalent programs.
- Strong interpersonal skills, with the ability to create and maintain relationships
- Ability to work a flexible schedule, including weekends and holidays.
- Ability to lift up to 50 pounds and remain standing or active for extended periods.

Compensation

To be determined based on experience and qualifications.

Performance Measures

- Store sales performance compared with budget and prior-year results.
- Gross margin, average transaction value, and accessory-to-footwear sales ratio.
- Quality and consistency of customer service.
- Inventory accuracy and product availability.
- Execution of merchandising, promotions, and company initiatives.
- Employee training, development, engagement, and retention.
- Effectiveness in leading the store when the Store Manager is unavailable.
- Growth and execution of local events and community partnerships.
- Contribution to overall store profitability and team culture.

How to Apply

Position will remain open until filled.

Please send a resume and cover letter on how you would be a great asset to Dick Pond Athletics to Missy via email at missy@dickpondathletics.com.