



Retail Store 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 manager who shares our passion for helping others and aligns with our mission of delivering 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

- Lead store operations: open/close, cash handling, inventory control, visual merchandising, community outreach, and maintenance of store.
- Work with Assistant Manager to achieve sales and margin goals through execution of merchandising, promotions, and customer engagement strategies.
- Work closely with Assistant Manager to recruit, hire, train, coach, schedule, and motivate a retail sales team.
- Create exceptional customer experiences: resolve escalated customer issues, implement and maintain customer service standards, and gather customer feedback to continue improving.
- Manage inventory in-store: replenishment, accuracy, and returns
- Execute merchandising in-store; ensure store presentation aligns with brand and any seasonal initiatives
- Analyze sales and other data to optimize staffing, product mix, and promotional effectiveness both in store and at events
- Ensure compliance with company policies and policies of partner brands
- Help initiate marketing and operations plans, to support product launches, local store initiatives, and company initiatives.
- Grow existing in-store and out-of-store events and cultivate new events and sales opportunities.
- Prepare and submit monthly and quarterly reports on progress of store.

Preferred Qualifications

- 3+ years retail management experience, ideally in run specialty retail.
- Proven track record of quality customer service on the sales floor.
- Strong leadership and people management skills with experience in hiring, coaching and developing staff.
- Strong interpersonal skills, with the ability to create and maintain relationships
- Excellent customer service, communication, and problem-solving skills
- Proficiency with point-of-sale systems, retail reporting tools, and Microsoft Excel
- Ability to work flexible hours, including weekends and holidays.



- Ability to lift up to 50lbs and stand for long periods of time

Compensation

- To be determined based on experience and qualifications.

Performance metrics

- Sales growth vs. plan.
- Gross margin and average transaction value. Accessories to shoe ratio.
- Inventory accuracy.
- Customer satisfaction and repeat visits.
- Keep employee turnover low.

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.