



Heinemann
Asia Pacific

Sales Team Leader

Based at Hong Kong

About the Company

We are a European travel and retail company established in Singapore in 2010. Our group has over 130 years of experience in international Duty Free and Travel Retail, stretching from distribution over retail onto high-end logistics solutions. We operate over 230 stores at 125 airports in 47 countries. We have expanded our travel retail business in the Asia Pacific region and we are currently looking for Sales Team Leaders (STL) to support our upcoming retail business in Hong Kong.

The role will be reporting to the Store Manager. The Sales Team Leader plays an integral part in supervising the delivery of customer service excellence across the team and providing support and direction to the team in developing selling tactics to achieve sales growth. The Sales Team Leader provides timely feedback to the retail team that improves general operation and processes, including both business and people-related processes.

The successful candidate is expected to

Customer Service

- Deliver a high level of customer service to the customers and within the team by developing a customer service culture and service competence
- Resolve complaints at store level and escalate issues only when needed

Sales/Profit

- Manage and achieve set key performance indicators (KPIs) by executing appropriate actions
- Manage effectively the integrity of data and inventory flow, including but not limited to min/max escalation
- Have comprehensive understanding of products, best sellers and product features
- Ensure visual presentation, merchandising, stock management meets company's standards and business goals
- Maintain physical security of stock, assets and the team
- Provide accurate payment and cash handling according to company's policies and procedures

Team Management

- Encourage and engage team members through constant communication and provision of support in achieving individual targets
- Communicate effectively and as frequently as possible any changes to processes, activities, promotions and product categories
- Ensure that team members are provided with appropriate training including but not limited to product, service, food handling and other soft skills
- Assist the store manager in performance management and succession planning
- Manage staff attendance effectively
- Ensure that your team collaborates with other teams, including regional counterparts, if needed

Profile

- Has at least 5 years of leadership experience in a retail/service/food industry
- Has good track record of achieving sales targets (KPIs)
- Is able to coach, engage and inspire team members
- Able to deliver exceptional customer service
- Has strong interpersonal and communication skills
- Is able to perform well even under pressure
- Is able to work autonomously and independently