

Retail and Showroom Supervisor

Reports to: Client Account and Commercial Manager

Working days: Weds to Sun, full-time

Salary: competitive, based on experience

Start date: 1 November 2022

Contract: employment contract with 3 month probationary period

Background

Turquoise Mountain was founded in 2006 to regenerate historic areas and traditional crafts, to create jobs and skills and a renewed sense of pride. Turquoise Mountain currently works in Afghanistan, Saudi Arabia, Jordan and Myanmar.

In Myanmar, Turquoise Mountain is active across built heritage restoration in downtown Yangon, supporting and reviving the traditional craft industries across the country, and arts education. Bringing its decade-long experience in connecting artisans to international markets, Turquoise Mountain has also set up a local social enterprise called Myanmar Artisans Limited, which is committed to preserving and promoting Myanmar's rich craft traditions, and securing livelihoods for artisans. We are currently establishing a Myanmar Cultural Centre in Yangon, a hub for art, design, and craft from Myanmar with a strong focus on public outreach and arts education. The Centre will also include a showroom that brings the best of Myanmar craftsmanship to market.

Main Responsibilities

- Showroom outfitting: arrange stock in a manner that is both visually appealing and allows ease of movement.
- Ensure all products are labelled and priced correctly.
- Retail partnerships: establish commercial relationships with like-minded retailers to include their products in our showroom on a commission basis.
- Stock management: monitor and manage inventory levels and order new items where required.
- Showroom administration: manage store budgets and update financial records (with support from the Financial Manager)
- Local retail sales and walk-in clients: deliver excellent service to ensure a high level of customer satisfaction.
- Respond to customer complaints and concerns in a timely and professional manner.
- With the Commercial Manager's support, develop and arrange promotional material and in-store displays.
- Prepare reports on buying trends, customer traffic, and customer feedback.
- With support from the Commercial Manager, develop strategies to attract new customers and increase store traffic. This can include promotions, in-store events, launch of new collections, social media advertising, and so on.
- Local sales events: lead on Turquoise Mountain's participation in local sales events, for example, pop-up stalls at markets or events.

**Experience**

- Prior experience as a showroom/store supervisor, ideally at a company in the interiors, fashion, or crafts sectors.
- Experience in retail sales and marketing.
- Ability to design and create spaces that are engaging and welcoming
- High level of creativity and imagination to make the most of the resources Turquoise Mountain's teams have to offer to maximize the customer's experience in the showroom.
- Outstanding communication skills and fluency in English.
- A high degree of comfort with financial analysis and budgets.

How to apply

Please send a one-page cover letter and your CV to yumon.kyaw@turquoisemountain.org by 1 September 2022.