

Artisan Chocolate Store Manager & Barista Extraordinaire

Gosanko Chocolate is a family owned and operated company that was established in 1987 in Auburn, WA. Gosanko Chocolate is considered a local specialty chocolate shop and is a premier leader in unique and highly detailed solid molded chocolate and handcrafted gourmet confections like truffles, caramels, clusters, and turtles, to name a few. All Gosanko Chocolate retail locations also provide espresso, gourmet good products and gift type accessories with a goal to provide the best customer experience.

We are currently looking for an Artisan Chocolate & Barista Store Manager that will be based out of our Kitsap Mall location in Silverdale, WA and oversee that retail location. Current position is full-time and salary based. Our ideal candidate has experience as a leader, driving sales initiatives, developing and implementing a budget, understands KPI's, executing inventory ordering and processing, and is able to establish strong relationships with employees to deliver high quality service to customers and owners.

Do you love chocolate and espresso? Do you thrive in fast past and upbeat atmospheres? Do you like taking on leadership roles? Are you passionate in growing a family owned and operated business? If so, this is the perfect position for you!

Essential Responsibilities:

The store manager will partner closely with the Director of Marketing and Operations, report to the owners and oversee retail sales associates. They will act as the voice for the retail stores and a liaison between the management team and retail associates. This individual will need to build and maintain strong relationships across the store and drive business initiatives to meet sales goals. The store manager will be the leading force on implementing and executing strategies to store associates so that weekly, monthly, quarterly and annual sales goals are achieved.

Exemplify a passion for Gosanko Chocolate Product through:

- Extensive knowledge of products, pricing and packaging
- Take pride in the presentation of each product in the store and to the customer
- Direct, train, supervise and appraise store associates on their product knowledge and sales techniques
- Compose, in partnership with director of marketing, correspondence to the store associates and to customers promoting the Gosanko Chocolate brand and product line
- Planning and organizing product display, seasonal and non-seasonal, in partnership with the director of marketing
- Conduct ongoing business analysis to determine product trends and frequently present owners with new product ideas
- Enjoy tasting and learning about chocolate and espresso and evolving ways to elevate products to customers

Exemplify a passion for customer service and store associates:

- Establish and coordinate training guides and meetings for store associates on exemplary customer service on a quarterly basis. Focus on providing and inviting a memorable experience to every customer
- Create an environment for store associates that promotes sales and customer services success
- Minimize employee turnover rates by focusing on hiring qualified people, taking time to effectively orient new employees, set clear performance expectations, and provide performance feedback
- Understand and capable of working through employee and customer issues

Develop and showcase an in-depth knowledge of all processes at the management level:

- Coordinate staffing through managing hiring, training, scheduling and timesheet reviews
- Grow sales procedures and strategies to keep on path for dollar/transaction goals, which translates in to meeting weekly, monthly, quarterly and annual sales goals
- Drive profitability and host an entrepreneurial spirit in all aspects of store operations while remaining brand appropriate
- Responsible for the successful management of sales statements and executing management roll-up documents
- Drive sales results and exemplary customer service through activities including but not limited to motivation, contests, rewards and recognition programs
- Participate in store financial planning and budgeting to coordinate with annual budget and business development plans
- Understand, uphold and embrace Gosanko Chocolate brand standards and guidelines, as well, implementing these with the store associates

Qualifications:

- Must 21+
- College degree in business or related field is preferred
- 4+ years retail experience
- 2+ years retail management experience
- Extremely strong leadership skills
- Solid interpersonal skills, verbal and written communication skills, listening skills
- Dependable and high sense of responsibility
- Able to develop, implement, and check understanding of procedures across multiple store locations
- Strong organization skills and ability to multi-task
- Full understanding of budgeting
- Team builder with proven track record of increasing experience and sales
- Must be self-motivated and able to work independently
- Strong sense of ownership and a friendly/outgoing personality
- Ability to travel for trade shows

Applicants who have the following will be given preference but all applications will be considered:

- Washington Food Handler's Card
- Retail sales experience, preferably in luxury retail or specialty food
- Barista experience
- Open availability and able to work all hours, mornings/evenings/weekends/holidays
- Previous management experience over a team of 5+ associates
- Previous store management experience
- Bachelor's degree in Business, Management or other relevant area

Compensation:

- Salary - \$30,000-\$35,000 range, plus bonus structure & other financial perks
 - o Quarterly sales-based bonus
 - o Tips
 - o Medical Reimbursement
 - o Cell Phone Reimbursement
- Paid Time Off
 - o Eligible for 40 hours paid-time-off (PTO) annually
 - o Upon 40 hours worked, 1 hour of paid-time-sick (PST) will be accrued per year, potentially totaling 52 hours of PTS/year

Job Type:

- Full-Time

Required Experience:

- Barista: 1 year
- Retail: 4 years
- Retail Management: 2 years

Required License or Certification:

- Food Handlers Permit

To Apply:

- Submit resume
- Submit cover letter to include responses to the below questions:
 - o Why do you want to work for Gosanko Chocolate?
 - o What does good Customer Service mean to you?
 - o What does it mean to be a good leader? What type of leader are you?
 - o What is your Favorite Chocolate? Favorite espresso drink?
- Submit three references