

# Job Description Template for

# RETAIL MANAGER

**Job Title:** Retail Manager

**Industry:** [Insert Industry – e.g., BFSI, ITeS, Healthcare, etc.]

**Location:** [Insert Location]

**Salary Range:** [Insert Salary]

**Department:** [Insert Department]

**Work Hour Allocation:** [Insert Details]

## POSITION OVERVIEW

As a Retail Manager, you will oversee the overall functioning of the retail store, ensuring high levels of customer satisfaction, employee engagement, and operational excellence. You will drive the team to meet sales targets and manage all aspects of store administration effectively.

## ABOUT THE ORGANIZATION

[Insert Industry-Specific Insights]

[Customize this section with a company overview: mission, values, and relevance to the target industry such as BFSI, Healthcare, ITeS, etc. Highlight what sets the company apart.]

## LEVEL OF EXPERIENCE / EXPERTISE REQUIREMENTS

**(Use as per requirement)**

**Mid-Level (3–5 years):** Lead store operations, train team members, manage inventory and merchandising, and analyze sales performance.

**Senior Level (6+ years):** Oversee multiple retail locations, manage store budgets, implement business development strategies, and lead strategic sales planning.

## JOB PROFILE SPECIFIC QUALIFICATION

**(Add more if required)**

- Bachelor's degree in Retail Management, Business Administration, or a related field
- Certifications in Retail Management or Sales Leadership preferred
- Familiarity with POS systems and retail inventory tools

## ROLES AND RESPONSIBILITIES

**(Use as per level of expertise you require)**

- Manage retail floor operations (Entry Level) – Support daily activities, assist customers, and ensure stock readiness
- Monitor inventory and team schedules (Mid-Level) – Track stock levels, manage staff shifts, and ensure display accuracy
- Lead training and customer engagement (Mid-Level) – Train new employees and ensure a premium customer service experience
- Optimize sales and profitability (Senior Level) – Execute promotional strategies, manage KPIs, and implement process improvements
- Ensure compliance and reporting (All Levels) – Maintain records, ensure audit readiness, and align with retail policies

## SKILLS REQUIRED (TECHNICAL + BEHAVIORAL):

- Knowledge of retail operations and inventory control systems
- Sales forecasting and trend analysis skills
- Excellent communication and leadership capabilities
- Customer service orientation and conflict management
- Decision-making, time management, and adaptability

## ABOUT PMAPS

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