

General Merchandise Manager



Job Summary:

The General Merchandise Manager is a key role on the team that leads by example with sales, building customer retention, fostering team development, while overseeing operations of the department. Operations include communication with customers, managing vendor relationships, and inventory control. This role represents the Open Road H-D brand with confidence via retail experience, and industry knowledge to stay competitive in the market. Leading by example in the front-line sales working with urgency to help multiple customers and employees at the same time. This role oversees the E-Commerce channel with the Marketing Strategist to offer a consistent, and convenient shopping experience digitally.

Core Duties & Responsibilities:

- Customer retention, sales, quality control
- Oversee shipping & receiving
- Inventory & warranty management
- Maintain the ORHD Ecommerce site
- Collaborate on marketing
- Time management with forecasting and ordering
- Oversee merchandising
- Initiates department markdowns
- Oversee restocking, and back stocking inventory
- Demonstrate an expert knowledge about all products FABs
- Be able to sell proficiently to peers and customers

Day-to-day activities will include working with customers via Customer Path, directing merchandise displays, managing inventory, backing up shipping & receiving, CIM+, licensed products and H-D ordering, forecasting reports, initiating non-moving markdowns, season non-current reports, department marketing ads, warranties, and maintaining the ORHD Ecommerce site The General Merchandise Team shares creative input about custom products, product insight, and takes a sales initiative to roll out the red carpet for every customer. Sales are always #1 and being goal oriented is required daily.

Skills & Aptitude

- Excellent organization skills
- Time Management
- A self-starter and likes learning
- Takes initiative to improve efficiency
- High integrity
- Goal & Team oriented
- Excellent multitasking
- Prioritization skills
- Detail Oriented
- Clear understanding of policies & procedures
- Excellent Communication skills
- Computer skills
- Reliable
- Adaptable
- Professional

