



Outlet Store Manager

Wigwam Mills, Inc. is a long-standing leader in the US-based development and manufacturing of high-quality, performance socks. We work together as a team and know that our greatest asset is a loyal, well-informed employee. Founded in 1905 by the Chesebro family, Wigwam remains privately owned today. Come join our family-owned business, proudly located in Sheboygan, WI for over 110 years!

PRIMARY POSITION FUNCTION:

Wigwam Mills and our employees are committed to having the highest impact on our customers' satisfaction. Our team has an excellent opportunity for a detail-oriented, proactive individual who is dedicated to exceptional customer service as an Outlet Store Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reflect our brand while providing outstanding service to our customers
- Create and execute the store's merchandising strategy
- Day-to-day store operation
- Accurately and courteously fill customer orders
- Responsibly handle the funds generated by the store
- Order products and maintain an accurate/adequate store inventory
- Maintain a clean store environment
- As part of a team, develop and execute communication for store sales (including Facebook, radio, billboards, etc.).
- Establish policies and procedures for the store
- Effectively prioritize daily store activities while maintaining high standards of organization
- Recruit, hire, schedule, and train direct reports
- Perform related duties as assigned

EDUCATION AND EXPERIENCE REQUIREMENTS:

- High School diploma required; Associates degree preferred
- 1-3 years previous customer service/retail experience preferred

- Computer proficiency (MS Office – Word, Excel, PowerPoint, and Outlook experience preferred)
- Understanding of inventory is a plus
- Supervisory experience is a plus

SKILLS & COMPETENCIES:

- Enjoys customer interaction
- Personable team player with a positive attitude
- Clear and professional communicator
- Excellent math skills
- Ability to maintain confidentiality
- Willingness to learn and operate in a team-based environment
- Ability to manage time effectively and be self-directed under minimal supervision

PHYSICAL REQUIREMENTS:

- Ability to lift 50 pounds on an occasional basis

CORE HOURS OF WORK:

- Tuesday – Friday (9am to 6pm)
- Saturday (9am to 2pm)