



*To enhance lives by building community,
developing connections, and having fun.*

POSITION TITLE: Floor Manager

Position Description:

The Floor Manager is responsible for helping lead the daily operations of the store while creating an exceptional customer experience rooted in education, service, and community. This individual supports the store by coaching employees, driving sales, managing inventory, ensuring operational excellence, and fostering a culture that reflects the store's mission and values.

Reporting:

- Reports to the Owners

Expectations:

- Ensure that the Runner's Edge mission and vision are fulfilled within every customer experience.
- Motivate and inspire team members to always create the Runner's Edge experience.
- Ensure the team is equipped, educated, and empowered to carry out the Runner's Edge experience.

Responsibilities:

Leadership & Team Development

- Lead by example through outstanding customer service and professionalism.
- Assist in recruiting, interviewing, hiring, and onboarding new employees.
- Coach and develop team members through regular feedback and on-the-floor training.
- Help create staff schedules that balance business needs and employee availability (not responsible for full scheduling).

- Conduct opening and closing procedures and supervise daily store operations.
- Maintain a positive, accountable, and team-oriented culture.
- Recognize employee achievements and address performance concerns promptly.

Customer Experience

- Deliver exceptional personalized fitting experiences.
- Educate customers on footwear, biomechanics, injury prevention, apparel, fueling, and accessories.
- Resolve customer concerns quickly and professionally.
- Build long-term customer connections that encourage repeat business.
- Ensure every customer receives a welcoming and memorable experience.

Sales & Business Performance

- Support achievement of monthly and annual sales goals.
- Monitor daily sales performance and key retail metrics.
- Coach staff on selling techniques, product knowledge, and customer engagement.
- Increase average transaction value through thoughtful add-on recommendations.
- Promote upcoming events, programs, and community initiatives.

Inventory & Merchandising

- Help maintain accurate inventory levels and assist with inventory counts.
- Ensure new products are received, processed, and displayed efficiently.
- Execute merchandising standards and seasonal floor sets (in conjunction with lead store merchandiser).
- Monitor stock levels and communicate replenishment needs.
- Help maintain clean, organized, and visually appealing sales floors.

Operations

- Ensure store policies and procedures are consistently followed.
- Assist with cash handling, deposits, and daily reconciliation.
- Maintain store appearance inside and outside the building.
- Monitor safety procedures and loss prevention practices.
- Support technology systems including POS, inventory management, and customer databases.

Community Engagement

- Participate in store events, group runs, races, health fairs, and vendor events.

- Represent the store professionally within the local running community.
- Build relationships with local businesses, coaches, fitness professionals, and healthcare providers.
- Encourage participation in training programs and community initiatives.

Measures of Performance:

- Achieves individual metrics
- Achieves store metrics

Compensation:

- Competitive Salary
- Health Insurance Stipend
- PTO
- IRA Company Match
- Personal Internet/Phone Reimbursement
- Employee Purchases at Store Cost
- Yearly Product Stipend