



Job Description for Regional Manager

Title: Regional Manager
Department: Retail
Manager: National Retail Operations Manager/Head of Retail
Location: JHB

Background of the Business

Twisp is South Africa's first and favourite personal vapouriser, since 2008. The quality of our devices, enthusiasm of the Twisp community, as well as the highest level of customer care have helped Twisp establish and maintain its reputation as the most trusted name in the industry.

Main purpose of the role:

To ensure the delivery of operational standards throughout Twisp kiosk in the Division. To ensure compliance in all areas of operational activity and drive sales and profitability through the performance and development of Area Managers and Kiosk Staff, whilst managing within agreed budgets.

Responsibilities:

The primary tasks, functions and deliverables of the role include, but are not limited to:

- Offering a superior customer service to all Twisp customers, emphasizing on selling the Twisp products and 'Customer Journey'.
- Ensuring all in store promotions and advertising are implemented correctly and timeously.
- Project management involving the launch of new kiosk and closure of kiosk when needed.
- Setting Sales targets for Division and maximising sales, profitability and controlling expense budgets.
- Achieve operating budgets and report on discrepancies on actual vs budget and take corrective action accordingly.
- Ensure that all point of sale (Sage POS) and X3(Back Office) procedures are followed inline with Twisp's standard operating procedures.
- Ensure the implementation of policies and standard operating procedures across the Division.
- Maintain visual merchandise standards across all kiosk in Division.
- Facilitating the Twisp Kiosk stock control process, which may include replenish stock, doing stock takes, safe keeping of stock and ensuring that stock does not get damaged/lost/stollen, doing interbranch transfers (IBT) and receiving of stock deliveries for the Division.
- Controlling stock losses per Kiosk in Division and maintaining business benchmark - 0.5%.
- Handling of cash and card sales, including processing of sales, banking, doing cashups and managing the float.
- Ensure Division bankings are done daily with submission of deposit slips are sent to Finance Department accurately.
- Understanding and displaying knowledge of the Twisp brand, products, services, policies, procedures and company ethos.
- Interviewing and recruiting of Kiosk Sales and Supervisor staff.
- On going Training and developing Area Managers and Kiosk Staff as guided by Head office.
- Succession Plans and Individual Development Plans are implemented within the Division.
- Performance appraisals are conducted in line with the business Division.
- Facilitating Divisional team meetings as required.
- Facilitating communication to Teams in Division.
- Drive, motivate and encourage Area Managers and Kiosk Staff to achieve targets in a stimulating and supportive environment.
- Conducting disciplinary investigations and chairing were required.
- Ensuring the safe keeping of all company property, including but not limited to: company computers/laptops, phones, stock, money, equipment and related resources.
- Admin and Reporting, which includes but not limited to, sign-off of attendance registers, create and sign-off staff schedules, reporting on stock and sales related to targets and conducting audit checks weekly – preparing weekly and monthly reports for submission to management.



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- General housekeeping of the Twisp kiosk and ensuring that your area and your personal appearance represents Twisp's professionalism, the quality of our products and our care for our customers.

Skills and Competencies:

The abilities that the individual needs in order to perform this role effectively:

- Understand and demonstrate ability to develop and implement business strategy and vision
- Strong interpersonal, leadership and management skills
- Ability to analyse and resolve problems
- Ability to deal with change and unambiguity
- Proven ability to coach, inspire, motivate and mentor people
- Dynamic, high energy levels and drive
- Excellent operations skills
- Strong team player, but also have the ability to work independently
- Work accurately, meticulous and high attention to detail
- Excellent organizational, planning and time management skills
- Professional and confident communicator
- Fluent verbal and written English communication skills
- Excellent decision-making skills
- Be patient, tactful, diplomatic and approachable
- Ability to work under pressure and meet deadlines
- Ability to multitask and prioritize
- Goal and target driven
- Effective listening skills
- Good follow-up skills
- Customer service orientated
- Strong administration skills
- Ability to Merchandise products
- Respect the importance of confidentiality
- Sales driven and ability to up-sell
- Computer literate
- Promote the Twisp brand and company ethos
- A good understanding of Retail business with a background of Business Acumen
- Ability to understand and display a good understanding of sales principles and processes

Education and Experience Requirements:

Matric or NQF equivalent

3-5 years' experience in Retail Management

3-5 years' experience in a Regional/Area Manager Role

Knowledge of Customer service principles and processes

Business administration knowledge

Additional Requirements:

- Flexible and able to work shifts, which may include night work, weekends and public holidays
- Able to travel within division and other provinces
- Driver's License and own car