

The banner features a laptop screen divided into two halves: 'New' (left, blue background) and 'Refurbished' (right, green background). The screen shows a cityscape on the left and a rural landscape with a wind turbine on the right. To the right of the laptop, the text reads 'WE ARE INDIA'S LARGEST DESKTOPS / LAPTOPS / SMARTPHONES / TABLETS / PERIPHERALS REFURBISHER WITH A PAN INDIA PRESENCE'. Below this are eight icons with corresponding text: 'GENUINELY PROCURED AND SOLD WITH AN INVOICE', 'CHECKED, TESTED, CERTIFIED', 'reboot CERTIFIED', 'JUST LIKE NEW', 'REFURBISHED WITH A WARRANTY', 'NEW BOX PACKAGING', 'GLOBAL ACCREDITATION', and 'SAVE MONEY'.

Position	:	Head of Retail Stores
Years of Relevant Experience	:	10 years
Academic Background	:	MBA (preferably)
Past Business Experience	:	Sales and Retail Management
Location of Operations	:	Delhi
Salary	:	To be decided (Company will include ESOP's)

ABOUT THE COMPANY:

Reboot is India's Largest Desktops, Laptops, Smartphones, Mobility Devices and Peripherals Refurbisher, with a Pan-India presence. Today, it operates in 12 States and is soon expanding to 22 States with 220 retail infinity stores by 2017. Reboot is a Microsoft registered refurbisher which provides affordable and "just like new" products through its online and offline stores along with one year warranty. Its growth has been phenomenal and Reboot has taken the nation by a storm!

SUMMARY:

You are expected to coordinate and manage policies, processes & procedures within Retail Operations for the benefit of the Retail Zonal network which aims to spread to 200 stores over a span of 3 years. This high profile position requires strong interpersonal skills and an ability to function in a multi-tasked environment.

PRIMARY RESPONSIBILITIES:

- Responsible to create an enjoyable customer experience which exceeds customary standards and service levels across Tier2-Tier7 cities
- Identify and implement improved service practices and procedures

- Identify and maintain rolling stock, to ensure offers are always fresh and appealing.
- Identify brand standards across stores
- Maintain accurate client data-base information via franchisees
- Implement cyclical displays to support all in-house promotions and events
- Liaising with Marketing and Sales to initiate and implement promotions and events within the store.
- Liaise with Marketing & Sales to create promotional offers
- Liaise with Marketing & Sales for promotional requirements
- Assist with the development of annual In-house promotion calendar within the retail format
- Assist with the development of marketing collateral to support in-house promotions
- Maintain an overall 99% client satisfaction rating for all franchisee
- Provides a superior level of quality service skills by successfully managing multiple tasks, providing resolution to complex issues, and advising Executive management if necessary.

REPORTING

: CEO, Reboot Systems India Pvt Ltd