

## IKEA Business Manager (B2B) - Avenues Store

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Company: Ikea

Location: Kuwait

Category: other-general

### Job description

Reach out to the local business community with furnishing solutions.

Lead and manage a team of IKEA Business co-workers, inspire and challenge them to strengthen the uniqueness of the IKEA identity in range presentation and home furnishing solutions in room settings, homes, vignettes and sales support areas.

Secure a consistent, seamless positive customer experience through all channels by ensuring that your department is always striving to fulfil the three IKEA customer motivators: Is it worth it?, Can I trust IKEA, Is there something for me?

Ensure you have the right number of competent co-workers in the right place at the right time and securing that they are fully able and available to perform their duty.

Secure successful implementation of country priorities and the sharing and implementing of good solutions.

Ensure your co-workers understand the multichannel retail environment they are working in and know how to use this in the best and most commercial way for different customers.

Know your local market potential and work with your team and other functions to ensure your store is locally relevant throughout the different sales channels.

Follow up your financial goals, KPIs and costs, and take action on deviations. Motivate and

develop team members by agreeing clear goals, expectations and conducting follow-ups.

Secure competent and high-performing teams and leaders who inspire and empower every co-worker to recognise and understand their contribution. Identify and develop the many talents within the department to secure succession planning.

Understand the IKEA social and environmental commitments and know how you can contribute to sustainability.

### **Qualification**

Experience of working in a customer-oriented (service or retail) industry.

Proven record of consistently meeting agreed budgets and goals, and working on plans over a number of years.

Experience of leading and managing a team preferably gained in customer-oriented service or retail environment.

Ability to build strong relationships in the local market.

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