



REDRESS

78 Ap Liu Street, Sham Shui Po, Hong Kong
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SHOP MANAGER

Redress is hiring a Shop Manager to manage the running of our secondhand clothing shop, The Redress Closet.

As Shop Manager you will oversee the smooth running of the shop as well as its merchandising. You will have an important role in communicating about Redress' work to customers whilst maintaining exceptional customer service.

Our shop is open from Monday to Sunday.

Key responsibilities:

Shop management:

- Open, run and close the shop.
- Ensure the floor is replenished with stock regularly including unpacking, steaming, pricing and hanging of clothes.
- Keep the shop looking tidy and attractive.
- Manage part-time sales assistants including scheduling, hour tracking and in-store management.
- Track, analyse and report on sales data, foot traffic and customer feedback to the Director.
- Help to arrange deliveries in and out of the store.
- Purchase supplies when necessary.
- Additionally oversee the shop management of 2-4 offsite pop-up shops, including managing a team of sales assistants.

Merchandising:

- Support the curation of the shop by choosing items from the sorted secondhand stock at the warehouse.
- Maintain pricing policies based on the garment's brand, type and condition and market changes.

Marketing:

- Support the development of the Instagram account @TheRedressCloset by posting photos of mix and match looks, educational information about circular fashion, new stock arrival and answering DMs.
- Communicate about Redress' work to customers.

Key requirements:

- Fluent in English and Cantonese
- 2 years retail experience OR project management experience
- Must be able to work on weekends, and public holidays as necessary
- Interest in fashion and knowledge of fashion brands is a plus
- Good communication and organisational skills

To apply, please send the following to aurianne@redress.com.hk

- Your CV with indication of your expected salary
- Indication of whether you'd like to pursue this job as full time or part time (and number of days)

ABOUT REDRESS

We are a Hong Kong-based, Asia-focused environmental NGO on a mission to accelerate the transition to a circular fashion industry by educating and empowering designers and consumers, in order to reduce clothing's negative environmental impacts.

<https://redress.com.hk/>