

Job Advertisement: Retail Manager

We are seeking an experienced and results-oriented **Retail Manager** to oversee our retail operations, enhance customer satisfaction, and drive sales performance across our stores.

Job Purpose

The Retail Manager will be responsible for planning, directing, and overseeing the day-to-day operations of retail stores to ensure profitability, excellent customer service, effective inventory management, and compliance with company policies and procedures.

Key Responsibilities

- Oversee the daily operations of assigned retail stores to ensure smooth and efficient business performance.
- Develop and implement strategies to achieve sales, profitability, and customer service targets.
- Monitor sales performance and prepare regular operational and financial reports.
- Ensure optimal stock levels through effective inventory planning, stock control, and loss prevention measures.
- Enforce company policies, procedures, and operational standards across all stores.
- Monitor product merchandising and ensure attractive, well-organized store displays.
- Collaborate with procurement and supply chain teams to ensure timely product availability.
- Monitor operating costs and identify opportunities to improve efficiency and profitability.
- Ensure compliance with health and safety regulations and other statutory requirements.
- Analyze market trends, customer preferences, and competitor activities to support business growth.

Qualifications & Experience

- Bachelor's degree in Business Administration, Retail Management, Marketing, Commerce, or a related field.
- **Minimum of 5 years' experience** in retail management, with at least **2 years in a supervisory or management role**, preferably in a supermarket or FMCG environment.
- Strong understanding of retail operations, inventory management, merchandising, and customer service.
- Experience using Point of Sale (POS) and retail management systems.
- Proficiency in Microsoft Office applications, particularly Excel and Word.

How to Apply

Interested candidates who meet the above criteria are encouraged to submit their applications, including an updated CV via recruit@kmatt.co.ke on or before 30th July 2026.

