

Department Manager

Each hardware operation is generally made up of specialised departments based on the product categories such as Paint, Interior Design, Kitchens, Power Tools, Garden/Nursery & Horticulture, Plumbing, Furniture, Electrical & Lighting, Security, Building supplies and general hardware. Each area provides the opportunity for you to specialise and become a product and department expert.

Starting out as a junior sales advisor, each day you will be dealing with customers who are seeking your assistance and expertise. No two customers will be the same and your role may require you to problem solve, think outside the box in order to provide the best possible solution for your customers. Depending on the size of the hardware store you may be working across multiple departments and working in a team.

As you progress in the role you may have the opportunity to lead and supervise others in your department team. The Department Manager role includes running the department team, achieving sales, managing product purchasing, ranging and merchandising.

If you enjoy dealing with and helping people, working in teams and leadership then this could be the career path for you.

Pathways include;



Training:

A Certificate in Retail would be a great starting place. Product specific training is often provided by the various supplier companies and their representatives which can be both onsite and offsite at specialist facilities.

Formal qualifications may also be achieved through product specialisation in areas such as;

- lock smithing
- Horticulture
- Interior design
- Colour specialists

Ideal Skills & Traits: customer service, love helping people, numeracy, problem solving, team work, leadership.