Rally House, Sampler Stores LLC Job Description

Position Title: Head Coach (Store Manager)
Department: Retail
Location: Store

Pay Type: Hourly
Exempt Status: Non-Exempt

Job Description
The Head Coach acts as the Store Manager and is responsible for leading the overall performance and culture of the store. This role builds and develops a strong team, ensures consistent execution of operational, merchandising, and service standards, and drives sales and profitability. The Head Coach creates clarity, commitment, and fosters an environment of engagement, ownership, and continuous improvement.

Competencies

- **Drive for Results:** Holds self to high standards and pushes through challenges to deliver results.
- **Customer Centric:** Models, coaches, and inspires an exceptional customer experience. Builds community connections to strengthen the brand.
- **Builds High Performance Teams:** Builds an engaged, motivated team. Coaches and develops team members. Retains talent and ensures bench strength.
- **Problem Solving:** Is solution oriented, sees problems as opportunities. Looks beyond the obvious and doesn't stop at the first answers. Keeps the goal in mind and is not easily deterred.
- **Decision Quality:** Considers options carefully. Balances data and judgment to make sound day-to-day decisions.
- **Communicates Effectively:** Gives direct, complete, and actionable feedback. Listens intently. Allows ideas to be shared.

Responsibilities

People

- Attract, hire, develop, and retain top talent
- Create a culture of engagement, ownership, and continuous improvement
- Build a succession pipeline through intentional development plans
- Lead performance management, accountability, and recognition

Operations

- Set priorities and ensure execution of all operational standards
- Serve as the subject matter expert for all store operations
- Validate process execution through inspection and coaching
- Ensure compliance with all policies, safety standards, and controls

Merchandising

- Own store presentation and sales-driving visual execution
- Ensure fixtures, flow, and product placement maximize performance
- Partner with leadership to adapt merchandising to local market needs
- Hold the team accountable to cleanliness and organization standards

Service

- Champion the customer experience and service culture
- Evaluate the store environment through the customer perspective daily

This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Based on business needs or guest service objectives, the incumbent in this position may be asked to perform other duties in addition to those listed above.

- Ensure consistent delivery of the Party service model
- Address systemic service gaps and coach leaders to sustain excellence

Results

- Own store sales performance, payroll, and expense control
- Lead execution of high-volume events and hot markets
- Analyze results, set goals, and drive sustained performance improvement
- Build a results-driven culture through clarity, focus, and accountability

Skills and Knowledge

- Advanced leadership and coaching skills with the ability to build high-performing teams
- Deep understanding of store operations, service standards, and execution
- Ability to analyze performance, identify opportunities, and drive improvement
- Enthusiastic attitude with a passion for sports and retail

Qualifications

- 5+ years of experience in retail
- 2+ years of store management and leadership experience
- Associates or Bachelor's degree preferred
- Availability to work 40 hours per week with open availability including daytime, nights, weekends, holidays, and featured local sports events

Physical Requirements

- Must be able to stand and walk for extended periods of time
- Ability to lift up to 50 pounds
- Ability to bend, reach, and climb ladders

This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Based on business needs or guest service objectives, the incumbent in this position may be asked to perform other duties in addition to those listed above.