

## MANAGER - CUSTOMER EXPERIENCE CENTER

Sales & Marketing 

Full-Time

Are you passionate about smart home products and technology & do you love providing an exceptional customer experience? At the Digital Dreams store, you connect consumers, professionals with smart home products to make it easier for them to control and automate their homes. You are part of a team that's passionate about technology. With your understanding of business needs and enthusiasm for Digital Dreams, you find great satisfaction in offering powerful, innovative solutions to each customer.

### RESPONSIBILITIES

- Providing the best consumer experience and a in depth demonstration of smart home products and technology by Digital Dreams.
- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability.
- Prepare regular reports on sales performance, financials, and operational metrics for senior management.
- Manage customer relationships to ensure customer satisfaction and repeat business.
- Maintain outstanding store condition and visual merchandising standards.
- Be updated about the latest smart home products and technology trends.







### KEY QUALIFICATIONS

- Bachelor's degree in business administration, Marketing, or related field.
- Minimum of 3 years of experience in retail management, preferably in a technology or electronics-related field.
- Excellent communication, interpersonal, and leadership skills.
- Ability to work flexible hours, including weekends and evenings as needed.

### ADDITIONAL QUALIFICATIONS

- Commercial awareness
- Avid user of technology in general – PC/MAC, phone apps etc.
- Be well organized, detail & action oriented, & should have business management skills.

### BENEFITS + PERKS

- Rewards program 
- Paid time off 
  - We offer paid time off in the form of vacation days, sick days, and/or personal days.
- Start-up culture 
  - Enjoy workplace environment that values creative problem solving.
- Work-life balance 
  - Enjoy flexible work schedules.
- Develop your technology skills 
- Celebrate 
  - Enjoy company success & various festivals together with the team.