Store Manager

Job Information

Recruiter
Advisory Group K.K.

Job ID
1605977

Industry
Retail

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4 million yen ~ 5.5 million yen

Salary Bonuses
Bonuses paid on top of indicated salary.

Refreshed
October 30th, 2026 01:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Basic Level (Amount Used: English usage about 10%)

Minimum Japanese Level
Fluent Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

Store Manager – Premium Confectionary Retail

We are looking for an experienced retail professional to join a premium confectionary company as a Store Manager in Japan.

This role is suitable for candidates with experience in retail, hospitality, cafés, food and beverage, or customer service who are ready to take the next step into store management.

You will be responsible for delivering an excellent customer experience, supporting and developing the store team, and

ensuring the smooth day-to-day operation of the store.

Key Responsibilities

- Manage the daily operations of the store
- Lead, motivate, and support store staff
- Deliver a high standard of customer service
- Ensure customers receive a warm and premium brand experience
- Manage staff schedules, attendance, and shift planning
- Support the recruitment, onboarding, and training of new team members
- Monitor store sales and work toward individual and team targets
- Manage stock levels, product displays, and store presentation
- Ensure products are displayed according to brand guidelines
- Handle customer questions, feedback, and complaints professionally
- Maintain store cleanliness, safety, and operational standards
- Report store performance and operational updates to management
- Support seasonal campaigns, promotions, and new product launches

Requirements

- Experience in retail, hospitality, cafés, restaurants, food and beverage, or customer service
- Previous experience as a Store Manager, Assistant Store Manager, Supervisor, Shift Leader, or Team Leader
- Strong communication and people-management skills
- A customer-focused and positive attitude
- Ability to motivate and develop a team
- Strong organisational and problem-solving skills
- Comfortable working toward sales and performance targets
- Native or fluent Japanese
- Currently based in Japan with valid working eligibility
- Availability to work shifts, weekends, and public holidays

Preferred Experience

- Experience within premium retail, confectionery, cafés, luxury goods, cosmetics, fashion, or hospitality
- Experience managing sales targets and store performance
- Experience training or supervising junior team members
- Experience with stock management, visual merchandising, and staff scheduling
- An interest in chocolate, food, hospitality, or premium customer service

Ideal Candidate

You are a hands-on and supportive leader who enjoys working directly with customers and developing a strong store team.

You take pride in creating a welcoming store environment and are comfortable balancing customer service, team management, sales performance, and daily operations.

Candidates currently working as an Assistant Store Manager, Supervisor, Shift Leader, or experienced retail team member are also encouraged to apply if they are ready to progress into a management position.

What You Can Expect

- The opportunity to work for a globally recognised premium chocolate brand
- A supportive and structured working environment
- Training and development opportunities
- Career progression within retail management
- The chance to lead and develop your own store team
- Employee benefits and product discounts
- Competitive salary based on experience

Required Skills

Requirements

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