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# Example of Mall Manager Job Description

Our company is looking to fill the role of mall manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for mall manager

* Protect company assets by ensuring adherence to all Loss Prevention procedures
* Educates associates, customers, and surrounding community about best practices to achieve and maintain financial wellness in addition to emerging bank technology and digital solutions such as mobile, online and ATM offerings, all designed to make banking easier
* Coaches and develops branch associates through execution of iConnect - the Region's Sales, Service and Coaching process, with some guidance from assigned mentor, senior level managers, and internal support partners
* Resolves escalated customer and associate issues and provides counseling to associates as needed with some guidance and direction from senior leadership and Human Resources
* Manages recruiting and selection process for assigned branch
* Maintains relationships with Line of Business partners who assist customers when more complex financial needs are discovered
* Coaches and develops branch associates through execution of iConnect - the Region's Sales, Service and Coaching process, with considerable guidance from assigned mentor, senior level managers and internal support partners
* Resolves escalated customer and associate issues and provides counseling to associates as needed in partnership with senior leadership and Human Resources
* Drive results by recruiting and developing high performing teams using all available resources to interview, hire, and retain top talent for key store and district positions
* Fuel the growth of the business by developing future leaders for the internal pipeline and identifying and networking with external talent to contribute to a solid talent succession plan

## Qualifications for mall manager

* Managing in a multi-functional technical services delivery environment
* Professionally represent the Company and develop strong relationships with existing and prospective tenants
* Develop and retain a highly skilled mall team
* Minimum of 1 or more year’s experience or training in management, business, or a field related to commerial or retail real estate
* 2 years retail management and visual merchandising experience
* At least one year of retail management experience is required, preferably with a jeweler or specialty retailer