



Management Trainee

Company Information

Toys“R”Us, Inc. is the world’s leading dedicated toy and juvenile products retailer, offering a differentiated shopping experience through its family of brands. Merchandise is sold in 873 Toys“R”Us and Babies“R”Us stores in the United States, and in more than 520 international stores and over 200 licensed stores in 33 countries and jurisdictions. In addition, it exclusively operates the legendary FAO Schwarz brand and sells extraordinary toys in the brand’s flagship store on Fifth Avenue in New York City.

With its strong portfolio of e-commerce sites including Toysrus.com, Babiesrus.com, eToys.com, FAO.com and babyuniverse.com, it provides shoppers with a broad online selection of distinctive toy and baby products.

Headquartered in Wayne, NJ, Toys“R”Us, Inc. employs approximately 70,000 associates worldwide. The company is committed to serving its communities as a caring and reputable neighbor through programs dedicated to keeping kids safe and helping them in times of need.

Program Overview

The Management Trainee Program is designed as a training path to enable you to take on the responsibilities of an Assistant Store Manager within a specific timeframe with Toys“R”Us, Inc. The program combines on-the-job experience with formal training including classroom and e-Learning in an eighteen month program. In addition to your direct supervisor, you will be paired with a mentor to develop your skills. The program is designed to provide you knowledge, skills and abilities towards your success at Toys“R”Us, Inc.

Description

The Management Trainee is responsible for working with team members on guest services, selling skills and product knowledge. This position is expected to perform a wide variety of activities aimed at driving sales and promoting and managing the training and development of team members in a specific department. The Management Trainee will serve as the subject matter expert and is responsible for ensuring that all business initiatives are implemented and executed per Company standards.

The Management Trainee is a full-time position and requires full availability including nights and weekends. This position reports directly to the Assistant Store Manager.

Responsibilities

- Performs daily walk of the department
- Promotes store sales and profit goals
- Conducts selling skills training, guest service and product knowledge training for all department team members
- Exhibits an ownership attitude by promoting partnerships with store management
- Delivers excellence in guest services, including decision making/problem solving skills for service recovery
- Provides feedback and input to the Assistant Store Manager on development of department initiatives and plans
- Provides input and assistance to the Assistant Store Manager in motivating, evaluating, coaching and counseling team members
- Reviews sales reports
- Implements system to communicate all ROTOs, promotions, MAP activities and special events for each team member
- Executes all safety and asset protection standards; responsible for incorporating training programs and business objectives
- Acts as Guest Service Leader

Requirements

- Bachelor’s Degree in Business, Retail Management, related study or equivalent experience
- Minimum GPA 3.0
- Ability to work in a collaborative and cross-functional environment
- Ability to adapt to change and uncertainty
- Ability to sell and explain features & benefits of all merchandise
- Exceptional leadership, communication & training skills
- Ability to handle/prioritize multiple projects
- Ability to identify others’ strengths & assign work accordingly
- Passion for guest service

To apply: Apply online through CSU Fresno BulldogLink until November 6th, 2011. Please submit your resume, cover letter and unofficial transcript. On-Campus Interview: November 17th, 2011

Toys“R”Us, Inc. is an equal opportunity employer and drug-free environment.