

SSALT14 Store / Studio Manager

1. Job role

TCF sub-sector	Clothing and Footwear Repairs and Alterations
Functional area	Management
Job role	SSALT14 Store / Studio Manager
Job role description	Oversees day-to-day operations of a clothing and / or footwear repair and alterations studio or store. Responsible for customer service, workflow coordination, staff supervision, financial performance and compliance. Typically present in small to medium enterprises or franchise locations.
Performance expectations	• Maintain efficient workshop and retail operations • Meet revenue and profitability targets • Ensure high standards of customer service • Maintain quality control across repair services • Ensure compliance with WHS and business regulations • Maintain accurate financial and operational reporting
Specialisation	• Multi-service repair operations • Customer relationship management • Staff supervision and rostering • Franchise compliance management • Retail and ancillary revenue oversight
Application in other TCF sectors	Transferable to apparel retail management, footwear production supervision and small manufacturing operations management.

2. Key tasks and critical work functions

Key tasks	• Coordinate daily workflow and job allocation • Supervise staff performance and training • Monitor revenue, costs and profitability • Oversee customer bookings and service quality • Maintain compliance with WHS requirements • Manage supplier relationships • Prepare operational reports
Critical work functions	• Maintaining operational efficiency • Ensuring consistent service quality • Managing staffing and workload balance • Controlling material and labour costs • Ensuring regulatory compliance • Maintaining strong customer relationships • Supporting business growth strategies

3. Technical skills

Operational planning	Scheduling and workflow coordination.
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Financial management	Basic budgeting and cost control.
POS and booking systems*	Managing digital retail systems.
Staff supervision	Performance management and coaching.
Supplier management	Procurement and contract coordination.
Compliance knowledge	Understanding WHS and business regulations.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Leadership	Guide and motivate staff effectively.
Communication	Engage with customers and staff clearly.
Problem solving	Resolve operational challenges.
Organisation	Manage multiple priorities simultaneously.
Customer focus	Maintain strong service standards.
Decision making	Make informed operational decisions.

5. Emerging skills

Emerging skills	• Digital performance analytics • Online booking system management • Sustainable business practices • Multi-site operational management
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6. VET Qualifications and Skill Sets

Entry-level preparation	BSB40120 Certificate IV in Business
Advanced development	BSB50120 Diploma of Business

7. Job progression

Possible job progression	Senior Repair Specialist → Store / Studio Manager → Owner-Operator
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8. Classification

Australian Qualifications Framework	AQF Level 4-6 (enterprise dependent)
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 2 - Manager
Open Source Classification of Occupations for Australia (OSCA)	Retail Manager / Workshop Manager



Skills Insight is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.