



NESTLE (IRELAND) LIMITED



#JOB-2443198



NESPRESSO, 22/23 Duke Street, Dublin 2,

D02 VP63



No of positions : 1



Paid Position



40 hours per week



39098.00 Euro Annually



16/04/2026



14/05/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://jobdetails.nestle.com/job-invite/387572/>



Open your camera app & point here to view this ad online



Retail Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

We are recruiting for an inspiring and knowledgeable Retail Manager (Coffee Bard). This is an exciting management position where your creativity and passion for storytelling can shine through.

Ultimately, you will be responsible for continuously elevating the customer experience and inspiring the team to be the best they can be.

Your other key responsibilities will include:

- Leading and supporting the boutique team, allocating daily tasks and responsibilities to ensure a consistently high standard of service and performance.
- Supporting people management activities, including involvement in recruitment, onboarding, coaching and performance conversations, and facilitating new starter and product launch training.
- Monitoring team performance on the shop floor, providing regular feedback and guidance to drive engagement, capability and commercial outcomes.
- Using storytelling and theatre to engage customers in an immersive coffee experience, adapting to individual customer needs to ensure every interaction is unique and meaningful.
- Taking accountability for customer resolution, managing and resolving escalated customer complaints and service issues in a professional and timely manner.
- Supporting commercial performance, presenting relevant commercial offers to customers and contributing to sales, KPIs and boutique targets.
- Managing day-to-day boutique operations, ensuring the safe, compliant and efficient running of the boutique in line with company policies and procedures.
- Supporting stock management and merchandising, ensuring appropriate stock levels, efficient stock-keeping processes and exceptional housekeeping standards across all customer and experiential areas.
- Collaborating closely with the wider boutique and retail teams, sharing information on products, promotions and priorities to ensure a seamless customer experience.
- Acting as a Nespresso brand ambassador, demonstrating expert product knowledge and

representing Nespresso's sustainability commitments and values at all times.

To be successful in this role, you will have a proven track record and passion for delivering exceptional customer service whilst demonstrating your well-established customer experience capabilities within luxury retail. We are open to consider applications from different industries who have the required skill set and passion for delighting customers at every touchpoint of their in store journey.

Other key attributes include:

-Have a well-established understanding of the retail and competitive environment in which the Nespresso boutique operates i.e. KPIs.

-Demonstrate a real passion for coffee and willingness to learn, leveraging new knowledge and skills to enhance your role.

-Demonstrate a solid understanding of effective team coaching and training coupled with providing timely feedback, enabling people to be the best that they can be.

-Play a key role in supporting a positive and collaborative team culture.

- **Sector:** wholesale and retail trade; repair of motor vehicles and motorcycles

Career Level

- Not Required