

MODERN NEST

GENERAL MANAGER

Location: Scottsdale, AZ

Reports To: Chief of Brand & Strategy

Works Closely With: Ownership (Brendan & Jillian), Retail Operations Coordinator, Marketing Team

About the Role

Market by Modern Nest is the retail and furnishing division of Modern Nest, a residential development and design studio known for creating thoughtfully curated homes and timeless interiors.

We're seeking an experienced **General Manager** to oversee the business operations, financial performance, and continued growth of Market by Modern Nest. This role is responsible for overseeing all aspects of the retail business, including team leadership, customer experience, operational excellence, sales performance, and profitability.

The General Manager serves as the leader of the Market team, creating a culture of accountability, collaboration, and exceptional service while ensuring the business operates efficiently and consistently reflects the Modern Nest brand. This individual partners closely with Ownership and the Chief of Brand & Strategy to execute the company's vision while identifying opportunities to improve performance, strengthen operations, and support future growth.

Business Leadership & Financial Performance

- Own the overall financial performance and profitability (P&L) of Market by Modern Nest.
- Establish and execute strategies to achieve sales, profitability, and operational goals.
- Monitor key business metrics, identify trends, and make data-driven decisions to improve performance.
- Develop and manage department budgets while maintaining healthy inventory and expense controls.
- Provide regular business updates, reporting, and performance insights to Ownership.
- Develop annual business objectives and quarterly priorities that support the continued growth of Market by Modern Nest.
- Develop annual operating plans and quarterly business reviews that align financial goals, staffing, marketing initiatives, and operational priorities.
- Identify opportunities for continuous improvement and long-term growth.

Team Leadership & Development

- Lead, coach, and develop a high-performing retail team.
- Foster a positive, collaborative, and accountable team culture.
- Recruit, interview, hire, onboard, and retain exceptional team members.
- Conduct regular coaching conversations and performance evaluations.
- Create staff schedules that support business needs while maximizing productivity.
- Provide ongoing training to ensure consistency in customer service, product knowledge, and operational execution.

Communication & Accountability

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- Lead regular team meetings and communicate business priorities, goals, and performance expectations.
- Foster clear communication across departments to ensure alignment and accountability.
- Establish measurable goals and hold the team accountable for delivering consistent results.
- Celebrate successes while addressing performance challenges in a timely and constructive manner.

Customer Experience & Store Presentation

- Champion an exceptional customer experience that reflects the Modern Nest brand.
- Ensure the retail environment consistently reflects Modern Nest's brand standards while delivering an exceptional customer experience.
- Oversee daily store presentation and ensure merchandising standards and brand presentation are consistently executed.
- Partner with the Chief of Brand & Strategy to execute seasonal merchandising strategies, product launches, and in-store storytelling.
- Resolve customer concerns professionally while maintaining strong relationships and brand integrity.
- Monitor and improve key retail performance metrics, including sales, conversion, average transaction value, units per transaction, and customer retention.

Sales & Business Development

- Own the sales strategy and overall commercial performance of the business.
- Coach the team on selling techniques, customer engagement, and relationship building.
- Analyze sales trends and implement initiatives that improve revenue and profitability.
- Identify opportunities to increase customer loyalty, repeat business, and overall store performance.

Operations & Inventory Oversight

- Provide strategic oversight for inventory management, purchasing, warehouse operations, and retail systems through the Retail Operations Coordinator.
- Ensure inventory accuracy, product availability, and operational efficiency across all retail channels.
- Ensure purchasing strategies, vendor relationships, and inventory investments support the financial and merchandising goals of the business.
- Provide strategic direction for operational systems, workflows, and standard operating procedures, ensuring they continue to support the growth and efficiency of the business.
- Maintain a safe, organized, and efficient retail and warehouse environment.

Cross-Functional Collaboration

- Serve as the central point of accountability between Ownership, the Chief of Brand & Strategy, Marketing, Retail Operations, and Modern Nest Homes to ensure priorities remain aligned and initiatives move forward effectively.
- Partner with the Marketing team to develop and execute the annual retail marketing calendar, ensuring campaigns, promotions, product launches, and seasonal initiatives are successfully implemented in-store.
- Coordinate staffing, merchandising execution, inventory readiness, signage, and operational logistics to support all marketing campaigns, events, and retail activations.

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- Provide ongoing feedback to the Marketing team regarding customer trends, sales performance, campaign effectiveness, and opportunities for future promotions.
- Collaborate with the Chief of Brand & Strategy on buying strategy, seasonal planning, merchandising execution, and product launches.
- Coordinate with Modern Nest Homes to support furnishing projects, model homes, client experiences, and cross-brand opportunities.
- Identify opportunities for community partnerships, local events, and collaborative initiatives that increase brand awareness and drive store traffic.
- Contribute to strategic planning and organizational initiatives that support the continued growth of Modern Nest.

Qualifications

- 5+ years of progressive retail leadership or business management experience.
- Demonstrated experience leading teams and driving financial performance.
- Strong understanding of retail operations, merchandising, inventory management, and customer experience.
- Proven ability to analyze business performance and make strategic decisions.
- Excellent leadership, communication, and coaching skills.
- Strong organizational, project management, and problem-solving abilities.
- Comfortable managing multiple priorities in a fast-paced, entrepreneurial environment.
- Experience with Shopify, POS systems, inventory management software, and Google Workspace or Microsoft Office preferred.

Success in This Role

Success in this role means creating a business that is financially healthy, operationally disciplined, and consistently delivers an exceptional customer experience. The General Manager brings clarity, accountability, and strong leadership to the team while partnering closely with Ownership and the Chief of Brand & Strategy to execute the vision for Market by Modern Nest.

Successful candidates will:

- Drive consistent sales growth while achieving profitability and financial goals.
- Build, coach, and retain a high-performing team that embodies the Modern Nest culture.
- Create operational consistency through clear expectations, accountability, and continuous improvement.
- Foster a customer experience that reflects the quality, hospitality, and design standards of the Modern Nest brand.
- Lead with confidence while making thoughtful, data-informed decisions that support long-term business growth.
- Strengthen communication and collaboration across departments, ensuring initiatives are executed efficiently and effectively.

Leadership Expectations

The General Manager is entrusted with making thoughtful decisions that support the long-term success of the business while maintaining alignment with Ownership's vision and the company's values. As General Manager, you are expected to lead with integrity, accountability, and a solutions-oriented mindset. This role sets the tone for the

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Market team by modeling professionalism, consistency, and a commitment to excellence in every aspect of the business.

We value leaders who:

- Lead by example and inspire trust through consistency, humility, and follow-through.
- Take ownership of both successes and challenges while proactively identifying solutions.
- Foster a positive, collaborative culture built on respect, accountability, and open communication.
- Develop and empower team members through coaching, feedback, and recognition.
- Balance strategic thinking with a willingness to support the team wherever needed.
- Demonstrate sound judgment by making timely decisions, communicating them clearly, and taking ownership of the outcomes.
- Embrace continuous improvement by seeking opportunities to strengthen systems, processes, and the customer experience.
- Represent the Modern Nest brand with professionalism, sound judgment, and genuine care for our customers, team, and community.

Physical Requirements

- Ability to lift and move merchandise weighing up to 50 pounds.
- Comfortable standing and walking throughout the retail store for extended periods.
- Ability to bend, reach, climb ladders, and assist with merchandising and store setup as needed.
- Comfortable working in both retail and warehouse environments.

Why Join Market by Modern Nest?

Market by Modern Nest is more than a retail store—it's an extension of our design philosophy and a place where thoughtfully curated furnishings, vintage pieces, and timeless home goods inspire beautiful living.

As General Manager, you'll have the opportunity to lead and grow one of Scottsdale's most distinctive retail brands while helping shape its next chapter. Working alongside Ownership and the Chief of Brand & Strategy, you'll play a key role in building a high-performing team, driving business results, and creating exceptional experiences for both our customers and our community.