Kyle Horton

Kalamazoo Country Club

PGA Director of Golf

**Describe what you do in your job:**

As the Director of Golf /owner of Horton’s Haberdashery Kyle’s job is to oversee the golf operation at Kalamazoo Country Club which includes how the golf shop operates. Providing World-Class service at the Club starts with instilling the right values and culture amongst the team; his number 1 priority on a day-to-day basis. Once those have been established and the team buys in our focus becomes how can we positively impact the experience of every member and guest that visits the Club each day.

**How does your position fit into the organizational chart of the company?**

As the directory of Golf, he oversees the golf operation.

**Can you explain how your position impacts other divisions in the organization?**

Golf is the focal point at the club. Most members focus solely on golf. “We have to se the standard for service excellence for all members and guests and also work closely the other departments to ensure that standard is shared amongst everyone.”

**What would be the education and work experience requirements for a position such as yours?**

Education- business degree with schooling that involves public speaking, marketing, and leadership classes.

Work experience- Several years of experience at different clubs and different operations as well as a period successfully leading an operation and leading small to moderate size teams.

**What are the best and worst aspects of your job?**

Best- His office is outside during the summer. Kyle is also the sole proprietor and owner of a small business which allows him to further develop his business skills and embrace the opportunity to run and manage a retail operation.

Worst- business on weekends and holidays.

**How did you reach your present position?**

Patience and knowledge. He worked for a long time and knew that if he was patient enough and pushed himself, he could become a better golf professional and leader.

**How do you keep up to date on changes in your field?**

Reading books, industry group discussions, attending seminars, remaining in constant contact with other professionals.

**What is one piece of advice that you might share with me as I prepare to enter the job market?**

You can never have too many friends or contacts in the world. People are an amazing asset to you; they can be the difference between getting an interview or not. They can present you with new ideas and strategies you wouldn’t have otherwise though of…the bottom line, every person you meet should become a new friend and contact of yours!

Learn and be hungry. Knowledge is power…knowledge allows you to lead others with confidence and staying power. Learning about your craft. Learning about life. Learning about others…learning about everything is important, likely in more ways than you could imagine!

Michelle Oliver

Style Encore

Store Manager

**Describe what you do in your job:**

Act as liaison between the store and the leadership team, clearly communicating and reporting on store business and staff. Manage and promote all aspects of the business; including but not limited to buying, pricing, sales, merchandising, loss prevention, training, and managing staff. Promote customer service and continually strive for solutions and alternatives to bettering the business.

**How does your position fit into the organizational chart of the company?**

The owners, District Manager, and Marketing Director are all a part of the leadership team. Then the Store Manager.

**Can you explain how your position impacts other divisions in the organization:**

Michelle is responsible for communicating with the leadership team and keeping them up to date on all things happening in the store. She is also responsible for taking care of the team and making sure things are running smoothly. For example: training, customer service, and inventory management, which will all affect how the store operates.

**What would be the educational and work requirements for a position such as yours?**

1.  2+ years prior management and supervisory experience plus 2 years retail experience preferred.

2.   Demonstrates strong leadership, organizational, and time management skills.

4.   Proven customer service skills and strong interpersonal communication skills required.

5.    Sales and goal oriented.

**What are the best and worst aspects of your job?**

Best- She loves meeting new people who are excited about what we do. It's fun to see them grow and develop in their positions.

Worst- The job can be stressful sometimes. There are a lot of things that need to be done for all of the pieces to run smoothly and efficiently. The schedule can be the worst aspect sometimes.

**How did you reach your present position?**

She started working at Style Encore before they opened to the public. She was putting racks together and getting all of the hardware ready. Michelle started as a sales associate and was promoted to manager right before the grand opening. She became the Assistant Manager about six months after that and then the Store Manager a little less than two years after the store opened.

**How do you keep up to date on changes in your field?**

She works closely with the District Manager and Senior Trainer. They are always communicating together and researching new things to stay up to date.

**What is one piece of advice that you might share with me as I prepare to enter the job market?**

Being kind and compassionate. How you treat others is extremely important.

Madeline McDonald

Eagle V Corporation

District Manager

**Describe what you do in your job:**

Madeline’s main goal is to offer support and guidance for all of the store managers in the company. That looks like managing inventory, working on using the sales floor to its highest potential, working together to develop employees, and providing guidance for customer situations. Because she is a part of seven different stores, she also does her best to recognize themes or trends between the stores and share information from store to store so that everyone can benefit from what is working or not working in one spot.

**How does your position fit into the organizational chart of the company?**

Since we are a small business, our organization is pretty simple. The owner’s function at the top, similar to a president, a CEO or CFO. All of those traditional duties are maintained by the owners. She reports directly to the owners. The store managers report directly to her. All employees underneath the store managers report to their store managers. While she helps the managers to manage and develop their employees, she is not directly responsible for anyone else other than the store managers.

**Can you explain how your position impacts other divisions in the organization?**

She helps to spread ideas between all seven stores. They all have slightly different inventory needs and customer demographics that they serve. Even though they all have the same goal of recycling clothes and offering great deals to our communities. Her position is a lot more than just inventory management or customer satisfaction though. As a company there are core values, and she feels like it’s her duty to represent those core values at the highest level. She has to maintain a positive attitude and a hard work ethic if that’s how she wants the company to behave. She sees a direct correlation between her position, and the spirit of the employees and the company. Madeline does work closely with the marketing team to make sure they are pushing the right messages to the customers and understand whether or not they are able to support them operationally in the way they want. She sees herself as a bridge between the marketing team and the operational team.

**What would be the educational and work experience requirements for a position such as yours?**

There aren’t any educational requirements for her position. But she would look for someone with 2-3 years of experience in a management position within the company. She does have a bachelor’s degree in social work and believes that it helps a ton with the way she is able to interact with difficult employees and customers. The company has other high-level employees without college degrees and some who did not graduate high school. One thing she loves about the company is anyone has the same opportunity to grow. Everyone starts at the beginning as a sales associate and if they are willing to put the work in most people can learn the skills, they need to be able to move up into higher positions.

**What are the best and worst aspects of your job?**

Best- Madeline has a super flexible schedule. She is able to spend her time the way that makes her feel very valued and trusted by the team of people, from the owners all the way to buyers and sales associates working in the stores. She loves that there’s also a lot of room for creativity. She also loves the challenges and rewards that come from working with people, employees, and customers.

Worst- sometimes she feels like the store managers have harder jobs. “There’s no way I could take on all of the difficult parts of their jobs for seven different stores though, so I have to trust that they are equipped to handle tough days and tough people.” Madeline feels like she needs to be available all the time when the stores are open, and it can be hard for her to disengage from work when she’s at home. And when there is big trouble or big problems, it’s her job to be there and handle things, and that drastically cuts into the flexibility she’s used to. “It’s worth it though.”

**How did you reach your present position?**

She started as a sales associate and ran the rack for three months straight through the busiest season! She would work as fast as she could, and as hard as she could every day. She was genuinely interested in getting to know the customers and giving them a good experience. Her managers noticed and continued to offer her opportunities to move into leadership.

**How do you keep up to date on changes in your field?**

Madeline views her field as being two separate things— Managing people and fashion. To keep up on employee development she reads books and listens to podcasts regularly. To keep up with fashion, she watches what her employees are wearing, watches what goes to clearance, what comes into the store most often, visits the mall and other stores where they purchase inventory from, and uses the Internet to browse brands.

The parent company she is a part of also offers conferences and virtual learning opportunities regularly as well.

**What is one piece of advice that you might share with me as I prepare to enter the job market?**

“Always keep learning! Find podcasts, blogs, books, anything that you can regularly use to keep yourself inspired, both personally and professionally. I have found a mix of both has been helpful for keeping myself growing as a person. The more I learn, the more new ideas I can bring to the table for my team. It also helps me stay open-minded and keeps me humble. The last piece of advice I would offer would be to do your best to take care of the people around you. When everyone around you is taken care of that, enables them to give you their best work.”