



TITLE

Retail Operations Manager, North America (All Stores)

JOB DESCRIPTION SUMMARY

The Retail Operations Manager is key in supporting the VP of Retail in all aspects of Retail expansion, reporting analysis and overall Retail Operations for North America. This candidate must be focused, organized, detail oriented and very computer program savvy.

RESPONSIBILITIES

- Assist with all aspects of Retail expansion as well as actual Boutique Openings
- Establish and implement Retail Policies & Procedures while monitoring compliance
- Support the Retail VP with sales and product analysis and reporting
- Consistently monitor Boutique sales performance as well as KPI's, Mystery Shopping, Discounts, etc.
- In agreement with VP, define needs of each Boutique regarding trainings, reports/tracking, providing feedback on the trade marketing campaign, ensuring that CRM plans are built and implemented effectively and supporting the action plans and incentive implementation
- Collect training and tools needed from Boutique Directors and sales staff and revert to the relevant function for the purposes of organizing training sessions and follow up
- Periodically visit Boutiques to check team needs, optimize teamwork and problem solve
- Propose optimization and enhancement of back office process; partner with IT Dept, F&A, Security and other support functions
- Coach and partner with Boutique to resolve store operational issues and implement improvements

SKILL SET AND QUALIFICATIONS

- 5-7 years of experience in retail operations, preferably with a luxury/jewelry/lifestyle brand
- In-depth understanding of luxury brand operations and how to execute in a retail environment
- Strong demonstrated ability in reporting/analysis operations and training
- Ability to set and achieve goals in a timely manner, strong multi-tasking skills and the ability to be self-motivated
- Ability to perform under pressure and problem solve in the moment
- Must be able to work independently and as a team player
- May require holiday, evening and weekend hours
- Strong interpersonal skills with excellent communication skills, both written and verbal

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