

Retail Operations Manager / Assistant Operations Manager

To assist the senior Manager in overseeing the end-to-end operations of all stores assigned, ensures the store's Standard Operating Procedures are followed and is empowered to make decisions on customers' issues/service recovery. The incumbent is responsible for driving, analysing, improving, achieving the store's sales, service performance and improve the operational procedures as necessary

Responsibilities:

- Reviews and analyses daily, weekly and monthly sales performance and inventory level to recommend/implement action to drive sales to meet the corporate KPIs.
- Conducting all stores training and briefings.
- Being responsible for the attendance and leave related.
- Matters for employees and 3rd party staff in the stores.
- Engaging in innovation and productivity initiatives for all stores.
- Driving seamless customer experience across channels with market intelligence.
- Overseeing order fulfilment processes for customers both in stores and online business.
- Approves repeat orders of basic stock.
- Conducting regular stock take to ensure inventory accuracy and reconciliation of inventory discrepancies.
- Managing all stores operations in alignment to corporate standards and adhere to DVS guidelines
- Handling manpower and operational planning for the productive management of all stores assigned, including disciplinary, ad-hoc and annual performance reviews, hiring and termination decisions.
- Cascading and operationalising headquarters' directives to all stores including execution of promotion campaign and materials.
- Participating in various work group meetings and activities.
- Able to provide ideas and solutions to enhance overall store performance.
- Other ad hoc operations related duties assigned by the management from time to time

Requirements:

- At least 6 years of experience in the Retail Industry.
- Excellent knowledge in different functional areas of retailing management.
- Ability to operate and prioritise in a fast paced and dynamic environment.
- High adaptability to meet the changing needs of the business environment.
- Strong leadership skills and experience in managing big teams and excellent command and control on the floor.
- Available to travel for work as required.