

POSITION: RETAIL OPERATIONS MANAGER

Job 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 trainings 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.
- 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 corporate guidelines as set.
- 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.

Requirements:

- At least 5 years of experience in 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.

Benefits:

- Medical benefits
- Staff purchase discounts
- Group Insurance Coverage

Interested candidates, kindly send us your latest resume (attach with your recent passport size photo) through email at myrecruit@petloverscentre.com.