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# Example of Manager, Retail Operations Job Description

Our company is growing rapidly and is hiring for a manager, retail operations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for manager, retail operations

* Be responsible for running the central support operations function, giving required support to stores
* Support retail colleagues and enable them to have the tools they need to do their jobs well
* Act as the voice of the customer and ensuring all work undertaken is done with them in mind
* Establish clear operational processes, measures and metrics to drive efficiencies and compliance
* Track performance against operational KPIs to identify interventions and improvements needed
* Work across global Group retail to identify opportunities for operational improvements
* Instigate, develop and drive work to exploit these improvement opportunities
* Scope benefits, costs, timescales and risks to operational change projects
* Manage cross functional projects to improve store processes, technology, equipment, stock
* Refine existing operational retail activities to make a significant difference to cost and efficiency

## Qualifications for manager, retail operations

* Extensive leadership and China retail store operations experience is a MUST
* Mass stores' operations experience is highly preferred
* Native/fluent Cantonese and Mandarin
* Ability to motivate the team to remain positive despite difficulties, disappointments or when under pressure
* Ability to generate enthusiasm
* Regulatory knowledge would be an advantage