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# Example of Retail Operations Manager Job Description

Our growing company is looking to fill the role of retail operations manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for retail operations manager

* Partner and coach the Operations Teams within flagship store locations, conducting regular store visits audit store operational efficiency and identify opportunities for improvement
* Review current inventory control processes and identify areas for improvement
* Monitor stock loss results and partner with relevant Area Manager to produce appropriate action plans
* Lead a Centre of Excellence working group, incorporating key Office and Store Management personnel, with the aim of troubleshooting and evolving operational processes, digitalising where possible
* Ensuring the customer experience is always front of mind and every M.A.C Customer receives outstanding service
* Ensuring customer and market growth
* Managing operational effectiveness
* Leading and developing teams of artists and managers
* Translates Retail strategies from the Retail Lead into retail initiatives, coaches and monitors retail initiatives to deliver on intended results (drives retail productivity and profitability improvement, customer service excellence, equity and revenue growth from retail operations )
* Provide leadership to the team on partner negotiations (orders, promo, subsidy, support)

## Qualifications for retail operations manager

* Diploma/Degree in Business, Marketing or equivalent with at least 5 years of experience in Sales and Retail Operations Management, including time spent on the retail floor as a Store Manager
* Weekend work where necessary
* Immaculate personal presentation to reflect MAC grooming and hygiene guidelines
* A full drivers license
* Minimum 3 yrs retail management experience
* Degree in Business or Marketing with 8 years of significant experience in Sales and Retail Operations Management, of which at least 5 years in a Manager position