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# Example of Retail Support Job Description

Our company is growing rapidly and is looking to fill the role of retail support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for retail support

* Responsible for communicating with vendors and internal leaders
* Drive recommendations to Senior Leadership for process improvements, system enhancements, personnel changes
* Assist seniors with building range plans in collaboration with Marketing Team
* You will interact with multiple teams of the organization for optimal success
* Creation of dedicated newsletters and communications about single mandates and funds in campaign
* Activities on mandates (creation of dedicated reports and presentations, co-ordination with fund managers, activity of follow up)
* Direct activities by phone from the office or across the territory with FAs/PBs on behalf of Senior Sales
* Work with Senior Sales to map and update contacts and activities on Spectra CRM
* Work with Senior Sales to create and update forms for internal activities
* Update on a monthly basis all the materials for the full range of products offered in the country

## Qualifications for retail support

* Ability to use reports, metrics and other data to identify trends and opportunities, identifies solutions and removes roadblocks for the team
* Knows and utilizes available resources to resolve issues when appropriate
* Self-motivated and ability to work independently with efficient time management skills, adapt to changing priorities, meet deadlines and work well under pressure
* Ability to ask strategic and tactical questions leading to identification of root causes of problems
* Excellent German skills are mandatory, good English skills
* Minimum two years experience in a similar position in the area of Backoffice