



Example of Manager, Retail Operations Job Description

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Our company is growing rapidly and is looking to fill the role of manager, retail operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for manager, retail operations

- Work with overall Customer Service team to drive process improvements
- Develops the annual shipment plans (OPC) in conjunction with CDM /Sales Director
- Accountable for effective and efficient store operations that enhance the customer experience and maximize revenue and profits
- Optimize labor deployment to ensure stores are properly staffed and scheduled to deliver legendary customer experiences
- Responsible for the divisional P&L performance and all retail operational metrics
- Accountable that stores meet operational compliance requirements to include Federal and State firearms (ATF,) regulations, CLUB/FDIC, OSHA/HAZMAT, food safety, inventory control and Sarbanes-Oxley
- Assures retail locations within the division strengthen and reflect the brand through excellence in cleanliness standards, store maintenance and repair
- Leads the efforts in operational improvements through collaboration with key corporate partners
- Oversee and lead all activities for the retail business strategy development, implementation, and coordination with a view to improve customer service delivery and meet their needs
- Participate in operational process reviews to ensure that processes are efficient, relevant and in line with the compliance and regulatory

Qualifications for manager, retail operations

- Must have at progressive retail management experience to include at least 5 years of leading a multi-location/high volume box, preferably 10 or more big box locations
- Ability to execute at a high level, drive positive change, develop talent and lead effectively
- Identifying vendors and resources for retail projects
- Support month end inventory process as liaison for stores and accounting
- Serve as project manager for new Store openings and forecasted closings
- Leverage omni-channel to develop a Retail Operations strategy to deliver improved operational efficiency in all stores