DIRECTOR OF RETAIL OPERATIONS

Job Description:

A director of retail operations oversees the staff, inventory, and sales of assigned retail locations. Depending on the company, the director of retail operations may be responsible for managing the staff, stock, and sales goals of the stores as a whole, or they may focus on placement and sales for particular products offered by the company. As a director of retail operations, your job duties include developing sales strategies and performance goals, researching and working with vendors, ordering inventory, maintaining detailed records for analysis, and evaluating sales performance.

Job Responsibilities:

* Ensure adequate training of new employees.
* Work with Human Resources to hire, terminate, and recruit staff.
* Provide periodic employee evaluations
* Analyze daily sales reports to note which items are selling well and which are not, in addition to discerning profit margins for each item.
* Work with marketing team to design marketing and sales strategies and present them to upper management. Oversee designing and setting up in-store sales displays.
* Retail directors manage employee payroll and coordinate staff work schedules to ensure all shifts are covered.
* Monitor employee occupational health, turnover, and job satisfaction.
* Address employee issues
* Oversee maintenance of inventory and ordering of new items as needed.
* Create regular inventory reports and writing purchase plans for upcoming seasons to make suggestions about items that should be stocked in stores.
* Communicate with regional sales managers and district sales managers regarding sales reports, marketing campaigns, and day-to-day store operations.
* Report to executive leadership and administration
* Maintain store compliance
* Handle Retail Division and CCD’s operational initiatives and financial goals.
* Oversee and build sales, budgets, projections costs and overhead.
* Get new business development ideas.
* Define business plan and Retail Services roadmap by working with management of Business Unit and PayPal stakeholders.
* Determine product feature critical to successful business model development for PayPal and translate into product requirements by coordinating with Market Development team.
* Define key product positioning attributes and translate in sales, go-to-market and communications tools by working with Marketing team.
* Ensure associates offer ultimate customer service.
* Build high quality brand image through merchandising.
* Create an inspirational and growth-enabled environment for staff and foster positive company philosophy.
* Communicate to effectively handle activities.
* Develop pricing models, policies and rate sheets for Retail services with Finance and Market Development team.
* Develop retail vision, strategy and plan to drive top-line growth and bottom-line profitability.
* Execute retail operations, staff, train, audit, prevent payroll loss, schedule, market and fulfill orders smoothly.
* Develop and understand competitive solutions with Market Intelligence and Market Development teams.

Job Qualifications:

* Bachelors in retail administration or related field
* Masters in retail administration preferred
* Experience as a director of retail

Opportunities as a director of retail operations are available for applicants without experience in which more than one director of retail operations is needed in an area such that an experienced director of retail operations will be present to mentor.

Job Skills Required:

* Understanding of the retail industry
* Understanding of the company’s retail needs
* Great interpersonal and communication skills
* Business development and strategy implementation knowledge
* Strong leadership and decision making skills
* Ability to sell, manage and drive growth
* Excellent customer relationship management skills
* Ability to meet sales targets and production business goals
* Sense of ownership and pride in your performance and its impact on company’s success
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Great interpersonal and communication skills
* Familiarity with industry’s rules and regulations
* Ability to lead
* Ability to resolve interpersonnel issues