



PR/157660 | Retail Operations Manager/Area Manager

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1508845

Industry

Retail

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

December 11th, 2024 15:18

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A Food & Beverage (Health Food) company in Malaysia is looking for a Retail Operations Manager to manage the day-to-day operations of all retail outlets.

Main Responsibilities of the Retail Operations Manager role:

- Ensure high level of customer service and efficiency of the daily operations of retail stores.
- Lead and coach staff towards achieving the sales goals and service standards through training.
- Ensure the store SOPs are always executed on the sales floor.
- Ensure the sales team are well informed about promotional initiatives and execute these initiatives.
- Compile and analyse sales results, retail KPIs and competitor's activities on a regular basis.

- Participate in sales team recruitment and ensure sufficient manpower for all retail stores.
- Optimize duty rosters to ensure full floor coverage, maximising sales and saving expenses.
- Handle customers' complaints, returns, and after sales service escalated from retail stores.
- Take charge/participate in roadshow and other marketing activities to promote the brand.

Key Requirements:

- At least 5 years of retail experience in a senior position.
- Strong sense of urgency, proactive, highly energetic and results driven.
- Keen on people development and has the ability to drive sales performance.
- Willing to travel within Malaysia for regular store visits.
- Sales and customer oriented.

Benefits:

- Basic + Commission + Allowances
- Car and Housing Subsidy
- Performance Bonus and Yearly Bonus
- Free parking
- Provide accommodation or Housing allowances (for cross-state candidates)
- Opportunities for Promotion

Company Description