

## Retail Operations Coordinator

### About the role:

As the Retail Operations Coordinator, you'll lead the operational success of our flagship store on Regent Street, London. Reporting to the store manager, key responsibilities include assisting with the day to day running of the store, operational management, sales and KPI success and leading a team of dedicated campers & enthusiasts towards our goal of building a community of people who want to camp with us!

### Day to day:

- \*Lead and maintain service & sales expectations set by the store manager with no missed opportunities.
- \*Demonstrates desired behaviours for staff including driving sales, handling difficult and/or complicated sales, cash management, inventory, and follow-up with customers.
- \*Assists Store Manager with providing a strong leadership presence and control in store, while ensuring that all customers receive exceptional service.
- \*Ensures daily reporting is accurate and completed.
- \*Responsible for leading and operating the store in the manager's absence.

### Team:

- \*Helps Store Manager in identifying training and development needs.
- \*Leverages individual staff strengths, encouraging employee development and motivation.
- \*Assists in hiring to the needs of the business, actively recruiting to ensure open positions are filled quickly.
- \*Assists Store Manager in delivering consistent, in the moment, feedback and coaching.
- \*Ensures store scheduling meets demand for both internal and external sales / community activation activities as well as holiday and sickness cover.
- \*Assist with internal HR and payroll duties.
- \*Schedule regular team camps, training and meetings.

### Operations:

- \*Identifies opportunities for building and implementing new systems and procedures.
- \*Ensures deliveries are checked off, priced, activated, and put away in a timely manner.
- \*Ensures sales floor is appropriately stocked, replenished and priced.
- \*Creates manual stock orders to ensure full product availability.
- \*Responsible for controlling inventory accuracy through regular stock comfort counts and adjustments.
- \*Maintains store visual merchandising standards.
- \*Ensure all retail consumables (Bags, till roll, café supplies etc) are fully stocked.

### Health, safety and Maintenance:

- \*Responsible for maintaining working order of the store through service contracts with internal and third party contractors.
- \*Responsible for health, safety, fire, and security compliance.
- \*Ensure all cleaning supplies are stocked and cleaning routines / standards are adhered to.

### Specialised skills / knowledge / experience:

- \*1-3 years experience in a retail management / supervisor role / operations role
- \*Passionate about camping and the outdoors.
- \*Keen to host and camp with internal and external partners & community members
- \*Possess strong delegation and follow up skills.
- \*Must be an excellent organizer and problem solver with strong project management skills