

Houstonfirst

Job Posting

Position:	Retail Operations Manager
FLSA:	Exempt
Department:	Convention Sales
Reports to:	Director of Sales, Non-Citywide
Reporting Location:	Avenida Houston Shop, Flight, LAUNCH – Hilton, GRB & Partnership Tower (Office will be at Hilton Shop)
Workdays & Hours:	Monday through Friday, 9:00 a.m. - 6:00 p.m. Some evening and weekends

SUMMARY: Retail operations managers are responsible for a variety of tasks, often involving many separate retail locations. One primary responsibility involves the management of employees, as well as ensuring that all locations are properly staffed and all employees are well-trained and satisfied with their jobs. These managers must handle any conflicts and ensure that all scheduling needs are met, which may mean regularly visiting retail locations to evaluate employee performance and customer satisfaction. Retail operations managers are also responsible for inventory analysis, which involves keeping track of sales figures and inventory requirements and using this information to make estimates on optimal stock levels. To help a store meet its goals, the operations manager also evaluates whether the store is meeting its sales goals by analyzing expenses and profits, and may adjust costs to maximize earnings. Finally, retail operations manager is responsible for maintaining the pleasing visual appearances of his/her retail locations in order to attract customers and optimize the use of space; he/she may also train employees to maintain their stores' appearances.

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS: (individual duties, assignments and responsibilities required of the position)

- Define operational standards for all retail locations.
- Support sales team in each location by training on operations standards and to ensure consistency across all stores
- Expert understanding of all standards outlined in the Operational Manual to support any questions from the field teams
- Act as primary point of contact for all field questions related to operational policies and procedures
- Partner with cross-functional teams on areas that may require additional operational training or updates to existing policies
- Act as project lead for the roll-out of all retail technology initiatives including, but not limited to, scheduling and provide training when required
- Partner with field leadership team on timing and execution of all technology roll-outs
- Proficient user in all store systems & technologies including POS, Square and Clover
- Create and update informational tools for both existing technology and new technology
- Updating of all forms and store guides such as Operations Manual, templates, etc.
- Focus on budgeting related to in-store expenses; branded packaging and supplies
- Partnership with the Finance and Accounts Payable to manage and submit all retail invoices
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Market merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.

- Secure merchandise by implementing security systems and measures.
- Protect employees and customers by providing a safe and clean store environment.
- Understand, implement and support the cash handling policies of HFC and assure accuracy in processes relating to ringing sales and controlling inventory.
- Maintain the stability and reputation of the store by complying with legal requirements.
- Determine marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Contributes to team effort by accomplishing related results as needed.
- Responsible for timely and accurate documentation including monthly and annual reports as required, review of Journal ledger and sales performance analysis.
- Assist with special projects or other duties that may be required of the position.

SUPERVISORY RESPONSIBILITIES: (personnel supervision, budgets, performance, etc.)

- Complete store operational requirements by scheduling and assigning employees; following up on work results.
- Maintain store staff by recruiting, selecting, orienting, and training employees.
- Maintain store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieve financial objectives by adhering to an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Ensure availability of merchandise and services by approving contracts; maintaining inventories.

EDUCATION AND/OR EXPERIENCE: (special training, certifications, college degree, etc.)

- High School Diploma
- Four year College degree
- A good understanding of mathematical information as it relates to inventory control and coordination of monthly figures
- 10 years' experience working with the public
- 4 years' experience in a retail management

KNOWLEDGE, SKILLS AND ABILITIES: (technical, communication, interpersonal, etc.)

- Excellent oral and written skills required.
- Excellent computer skills (Microsoft Word, Excel, and Power Point) required.
- Strong and consistent attention to detail required.
- Customer Focused
- Ability to track budget, pricing and expenses
- Ability to develop vendor relationships
- Have Current Market Knowledge
- Results Driven
- Strategic Planning
- Management Proficiency
- Client Relationships

MISCELLANEOUS:

- Must pass a pre-employment drug test

WORK ENVIRONMENT: (overtime, travel, physical demands, and conditions)

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Flexible work schedule. Manager will be required to work between the hours of 7am to 10pm. Manager must be available to work on weekends and holidays.
- The employee is required to reach with hands and arms, climb or balance or stoop, kneel, or crouch and be able to lift 25 lbs.
- The employee will also have to be able to attend meetings in locations other than the retail outlets.

ANNUAL SALARY: Commensurate with experience

POSTING DATE: September 8, 2017

CLOSING DATE: Until filled

APPLICATION PROCEDURE:

- 1) Fill out a "CCSI Application" and attach a current resume
- 2) Submit both, application and resume, to Human Resources at hfjobapplications@houstonfirst.com

The individual selected for the position described above will be employed by Convention and Cultural Services, Inc., and in accordance with an existing Services Agreement, will perform services for Houston First Corporation.

An equal opportunity employer.