

Retail Department Manager

Location: Shenzhen

Starting date: ASAP

Profile: Local

Job Reference: CDS2026031

ABOUT THE COMPANY

Our client is an innovative manufacturer of sporting goods for all skill levels.

RESPONSIBILITIES

1. Drive omnichannel performance of the assigned department
 - Develop omnichannel commercial policies for the assigned area, covering customer demand analysis, formulation of sales strategies and action plans, product assortment and inventory management, and adjustment of seasonal merchandising plans.
 - Build and uphold service standards and customer relationships in the assigned store and area to continuously elevate customer satisfaction.
 - Ensure the delivery of high-quality inventory management and omnichannel merchandising solutions for the assigned area in alignment with sales strategies.
 - Advance circular economy initiatives (second-hand trade, recycling, rental, repair services, etc.) in the assigned area, and implement actions aligned with eco-environmental policies.
 - Forecast business trends through regular review and governance of commercial activities, to secure the achievement of annual omnichannel business and profit targets for the assigned area.
2. Team management
 - Design the current and future team structure in line with the commercial policies and strategic direction of the assigned area; recruit and develop a high-performing team dedicated to the corresponding sports category.
 - Establish and manage staffing arrangements for the assigned area, including team structure adjustment and annual shift scheduling, to deliver commercial goals and customer satisfaction.
 - Implement the Decathlon management system — through team project participation, individual task setting, one-on-one meetings, comprehensive compensation & benefits, and performance management — to motivate the team to embrace challenges and drive transformation.
 - Foster team members' autonomy via the internal training system, and support them in formulating and executing their personal development plans.
 - Comply with relevant laws, regulations and company policies on personnel management.

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3. Daily operations management of the assigned area

- Manage and ensure personnel safety, information security and product circulation safety in the assigned store and area. Handle all incidents (fire, accidents, insurance issues, theft, robbery, customer disputes, etc.) in accordance with standard operating procedures.
- Oversee product circulation safety in the assigned store and area:
 - Manage product circulation processes including goods receiving and purchase order management
 - Ensure proper maintenance of both sales and non-sales areas of the store
 - Supervise and manage service vendors
- Perform duty manager duties to oversee daily store operations.

REQUIREMENTS

- Have a long-term passion for a sport and are willing to share it with others
- Deliver satisfying customer service with enthusiasm and vitality
- Commit to continuous learning and self-improvement, and embrace challenges with initiative
- Demonstrate entrepreneurial spirit, and proactively lead the team to drive business performance
- Adapt to a fast-paced and fulfilling retail work mode

APPLICATION

Please send your resume and your motivation letter to:

sc-recruitment@ccifc.org

Mail subject: Your name | Job title - location [Job reference]

Ex. Your name | Retail Department Manager - Shenzhen [CDS2026031]

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