

Operation Manager

Company

Our client is a company helps brand to organize their friends and family sales. They are in HK, SG, TW and they are trading in SH. A pioneering concept of Members-Only Flash Sales, offering members exclusive access to luxury brands at discounted prices, for a limited number of days. Members are Invited by an e-mailed barcode to a specific location for the 3- or 4-day event.

They are actively looking for new talents.

The position is based in Shanghai.

Responsibility

The Operation Manager would be responsible to provide strategic support to the APAC Head of Operations with regards to the setup of events in the showroom is in time. He / She would also need to manage operations for its delivery to its pick up and coordination between store and Brand principal accordingly.

Reports to APAC Head of Operations

- Liaise with Business development team to plan the weekly Flash Sales
- Liaise with the brands principal to ensure all the planification of the Flash Sales
- In the middle between the business department and the marketing, the operations manager ensures that all policies and procedures are in line with standard and follow the brands guidelines
- Lead the store operations in an efficient way, facilities & resources management
- Prepare daily sales and management reports to send to the brands and highlight areas of action in a dynamic way every single day of sale
- Consolidate monthly figure from the store to achieve monthly targets and coordinate action plans with the Head of Operations
- Coordinate retail operations meetings and ad hoc meetings with agenda and follow-up actions
- Manage store projects such as new store openings and renovation including putting together any retail comments
- Continuously enhancing and optimizing Operations processes, procedures and tools;
- Motivate team spirit and maintain high relation with the store manager to increase productivity, and to maintain good communications with all levels
- Set-up guidelines, standard operations procedure (SOP) and key performance indicator (KPI) to monitor and measure the performance and service level of operations team

Requirement

- Secondary 5 and above, minimum 8 years of retail sales experience with 5 years of management
- A high level in Excel is required
- Possess a positive, self-driven and team-oriented attitude and is always eager to learn new things
- Able to motivate people and be a problem solver when encounter challenges
- Strong communication skills and inter-personal skills;
- Flexible and able to work under pressure.
- Strong logical mindset, high-energy self-starter with a relentless, entrepreneurial work ethic
- Good command of both written and spoken English and Mandarin

Please send your resume to: sh-recruitment@ccifc.org