

Retail Operations Manager Victoria, BC

Nestled in beautiful Victoria, on the southern tip of Vancouver Island, BC, this spectacular island community is one of choice for its climate, natural beauty, and recreational activities.

As Greater Victoria's premier window fashion experts, Ruffell & Brown is an industry leading company that prides itself on being recognized as one of the largest volume independently owned window covering stores in Canada. Delivering expert advice, extraordinary client satisfaction with an endlessly positive outlook is inherent of their culture.

Chemistry Consulting Group is proudly partnering with Ruffell & Brown to search for a Retail Operations Manager. A curious, approachable, entrepreneurial spirit with a solutions finder mindset and a solid, progressive career in window coverings retail management would be an ideal mix to create all around success.

The Retail Operations Manager administers and organizes the smooth day-to-day operations and activities of staff and installation contractors in cooperation with, and under the direction of the owners.

Accountabilities:

- Hire staff including sales, support staff and installers
- Set policies for standards of performance for all staff
- Advise sales staff on competitive bidding strategies and preparing client proposals
- Consult with sales staff on preparing solutions to clients for unusual and unique requests
- Train and mentor staff to estimate "soft" window covering projects
- Provide product knowledge & systems training in conjunction with existing staff to new staff
- Ensure policies for merchandising of goods in retail space are upheld
- Assist customer service and installation coordinator with their duties and concerns
- Assist in a sales capacity in the showroom when decorators' clients visit or when there is high volume of traffic in the showroom
- Assess new product lines and resources
- Work directly with independent designers on their projects
- Monitor distribution of leads and evaluate best sales team member for the client
- Co-ordinate technology needs for staff - i.e. cell phones, tablets, desktops, laser measuring devices
- Ensure compliance with health/safety policies and procedures
- Consult with supplier representatives to evaluate sample programs and new products
- Assist decorators to Calculate yardages, labour, installation charges, hardware
- Consult with subcontract seamstresses, workrooms, and installation contractors on specific requirements
- Work with bookkeeping and sales staff to collect receivables
- Plan showroom displays and update samples as needed
- Assist customer service department and sales staff to resolve consumer complaints and negotiate resolutions
- Monitor and maintain inventory levels to uphold stock supply
- Place fabric order, create work orders, generate installation instructions

Interpersonal Communications:

- Proficient in interacting with a diverse range of cultures
- Competent conflict resolution skills
- Respectful and professional demeanor

Experience:

- Full cycle retail management experience
- Extensive retail window coverings experience with emphasis on Hunter Douglas an asset

Skills and Abilities:

- A minimum of 5 years retail management experience
- Extensive retail window coverings experience with emphasis on Hunter Douglas
- Knowledge of retail management best practices
- Outstanding communication and interpersonal abilities
- Excellent organizing and leadership skills
- Commercial sales awareness
- Analytical mind and familiarity with data analysis principles
- Excellent knowledge of retail management software

Knowledge of:

CRM systems, Microsoft 365 Office, Supplier order entry systems (e.g. Direct Connect)
Soft and hard window coverings including interior shutters
Retail management best practices

If you lead by example through motivation, support and communication with the ultimate goal of providing an exceptional experience for both your team and customers, then please submit a resume and cover letter clearly describing your suitability for this opportunity by **Noon on Friday, January 8, 2021**

We thank all who apply but only those considered to be suitably qualified will be contacted for further discussion.