



As the Director of Retail Operations, reporting directly to the EVP, DTC, you will be responsible for developing and driving operational excellence and training for the global retail business. With a well-documented record of success as an accomplished retail operations leader in the luxury/premium fashion industry, you will manage the existing outlet retail business, develop the operational processes and policies, create and manage training programs to engage our customer journey.

Some of What You'll Do:

Operational Process & Policies

- Develop operational processes and policies to drive efficiencies
- Create initiatives that are best practice in nature for luxury, retail, outwear
- Accountable for proper control systems and compliance, including local and national standards, human resources, workplace health and safety, along with other legislative requirements

Payroll & Expense Management

- Work with all stores to develop schedules and manage payroll goals on a monthly basis
- Determine annual goals based on sales revenue, competitive changes and store changes
- Monitor and maintain annual/quarterly/monthly plans to drive profitability through operating expense management

Communication

- Develop weekly communication vehicles to disseminate key information and directives
- Organize and manage weekly store calls
- Ensure that all head office departments utilize retail team to communicate objectives or business updates/changes
- Develop and manage the retail calendar for all activities, including; marketing, events, product flow, openings, etc.

Training

- Assess and identify opportunities to impact the customer journey
- Develop locally relevant training materials to drive revenue and motivate teams
- Training focus on product knowledge, sales skills and leadership development
- Create and implement customer service strategies, plans and materials to set the Moose Knuckles standard for all store staff

Reporting

- Create store KPI's, monitor and develop reporting mechanisms
- Evaluate performance drives to enhance revenue
- Collaborate with finance and IT to ensure all reporting is efficient and effective

Outlet Leadership

- Accountable for achieving financial results in outlet stores
- Lead business planning and forecasting meetings for the division
- Manage promotional cadence and drive margin opportunities
- Recruit, develop and motivate retail outlet store teams



Some of What You'll Need:

- Minimum 5 years' experience as a retail director or in retail operations
- Strong competency with systems, customer journey, operations, training and development
- Builds collaborative relationships fostering trust and values differences
- Experience with managing a fast-growing business, including store openings
- Thorough understanding of specialty retail processes and store operations
- Proven track record in contemporary luxury/premium fashion
- Knowledge of the competitive retail environment
- Financial acumen to manage P&L's, revenue plans and drive profitability
- Strong ability to deal with ambiguity
- Effectively translates data into actionable insights
- Comfortable working within the fur/down category, along with managing difficult situations with organizations like PETA
- Available to travel internationally

Some of Who You are:

- Integrity and honesty, a role model for others
- Excellent interpersonal skills, open and transparent with an ability to communicate with all levels of management
- Strong verbal and written presentation skills
- Passion for retail and driving results