

# PROUDLY LOCAL HELPING LOCALS

## OPERATIONS MANAGER RETAIL – WHITSUNDAY

### Purpose of the Position:

This role will be required to focus on the day-to-day running and operational aspects of the business. Supporting and developing a culture of learning and working together to achieve organisational goals. Facilitating change and adaptability in a constantly changing and challenging landscape.

### Duties & Responsibilities Include:

- Day to day management of store requirements
- Participation in budget and forecast processes and reviews.
- Customer Focus – dedicated to meeting the expectations and requirements of internal and external customers
- Build and lead high performing teams
- Store presentation and house keeping
- Workplace health and safety leadership
- Identify key customers and market segments for business growth
- Develop and maintain policies and processes to support the customer development, business development and sales functions
- Undertake research to understand the local and broader market economic conditions, industry trends and competitive environment and undertake operations and sales activities accordingly

### Skills Required Include:

- Retail sales experience at management level min 3 years. Retail hardware experience is ideal.
- Previous experience in leading and managing retail teams
- Strong commercial acumen (P&L experience required)
- Ability to problem solve and use lateral thinking
- A willingness to learn and continuously improve
- Able to contribute and work in a team environment, with strong communication and relationship building skills
- Flexibility and willingness to assist in all areas of the business

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