

# Retail Operations Manager Job Description

---

## **Duties and Responsibilities:**

- Direct and supervise retail staff across several retail outlets to ensure they meet set objectives
- Provide training to retail employees to develop their skills and enhance their job performance
- Ensure compliance with company policies and procedures
- Provide solutions that address performance issues in a timely and effective manner
- Monitor the activities of the customer service department of retail outlets to ensure a satisfied clientele
- Contact store managers and other retail staff to communicate relevant information
- Mentor and motivate sales staff to put in their best in order to achieve financial goals
- Develop and implement budget and plans for retail operations
- Visit retail establishments to ensure efficient and effective management as well as high performance sales
- Develop policies for the merchandising of goods in retail stores
- Monitor inventory levels to determine the need for stock supply at each retail outlet
- Set and regulate product pricing using results of market and demand analysis
- Ensure compliance with health/safety policies and procedures at retail sites
- Listen to customer complaints to address & resolve their issues
- Evaluate operational and financial records to determine sales performance of a retail store.

## **Retail Operations Manager Requirements – Skills, Knowledge, and Abilities**

- **Education and Training:** To become a retail operations manager, you require a Bachelor's degree in business management, business administration, business studies, or in a similar field. Experience in retail sales and customer service is also required for this position.
- **Organizational Skills:** Retail operations managers are able to coordinate sales operations across a retail chain.
- **Accounting Skills:** They are well versed in reviewing and evaluating sales records and financial statements.
- **Communication Skills:** They are proficient in interacting with store managers and retail staff to communicate information relevant to sales
- Some employers usually require applicants for this position to take certain pre-employment tests to prove they have the required skills and aptitude for the job. Learn about [Job Assessment Tests](#) you might be asked to take and how to come out successful.