



# Retail + Design Operations Manager

LIFESTYLE AND DESIGN BOUTIQUE

## LOCATION

Columbus, MS

## EMPLOYMENT TYPE

Full-Time

## JOB DESCRIPTION

High-end lifestyle + design boutique is looking for a highly efficient, versatile and energetic new member of the team. Our creative studio needs a Retail and Design Operations Manager that can handle projects that intermix business and design. Encompassing all aspects of the business, the position translates into the right hand support to the principal. Passion for design and a previous experience in project management is necessary.

## ESSENTIAL FUNCTIONS

- Ensure that each customer and/or design client receives outstanding client service by providing a client friendly environment which includes greeting and acknowledging every client, maintaining outstanding standards, solid product knowledge and all other components of client service. Additionally, assist in initial phase of new design client interest process.
- Follow up on all orders, order flow, receipt of goods, transfer and troubleshoot when necessary to solve any issues for retail and design clients.
- Ensure appropriate merchandise stock levels, merchandise floor and ensure it is adequately stocked. Participate in and maintain visual standards of the store.
- To help plan, implement and direct a clear sales, marketing and social media strategy for both Retail (brick + mortar/e-commerce) and Interior Design departments in order to deliver the required growth of both
- To regularly review and report performance against strategy, recommending improvement as required.
- To help manage the follow up of new client leads through to the profitable conversion of projects
- To analyze, report and recommend and action initiatives to improve sales performance
- To assist in project management and visual aids for Interior Design client projects.
- Increase client portfolio for Retail and Interior Design and strengthen client retention.
- Serve and liaison in communication between the store/customers and management.
- Any other responsibilities as assigned and/or adjusted by management.
- Work on special projects as needed.
- Assist in team management, training and development.

## TO APPLY

Submit cover letter, resumé + portfolio (if applicable) with your current salary + benefits package: [marketing@themilldesignandhome.com](mailto:marketing@themilldesignandhome.com)

## REQUIREMENTS INCLUDE

- Proven experience managing and running a sales team and creative team
- Proven ability to deliver excellent client service standard and ability to lead best practice implementation
- Superior communication and interpersonal skills
- Meticulous organization and attention to detail
- Ability to manage conflict through to a solution
- Adobe Creative Suite, Google Docs, Microsoft Office (Excel) proficiency
- 3+ years of management experience
- Design experience preferred
- Ability to move/handle merchandise 0-50 pounds.
- Ability to work varied hours/days for retail operation.