

Turkey Jobs Expertini®

Retail Operations Specialist

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Company: Hugo Boss

Location: İstanbul

Category: other-general

Job Details

Our vision is to establish HUGO BOSS as the leading premium tech-driven fashion platform worldwide and to be one of the top 100 global brands. At HUGO BOSS, we work as a team to apply our knowledge, skills and experience together and create a diversity of ideas and solutions. What unites us? We love fashion, we change fashion!

At HUGO BOSS, you have the opportunity to contribute your personality, ideas and creativity - because only when we break new ground together can we create something unique.

Become part of our team of more than 17.000 employees worldwide and shape your future at HUGO BOSS!

Retail Operations Specialist Turkey | Fulltime

The position will be based in Istanbul. Your main responsibility will be to coordinate the Retail Operations activities in Turkey but you will be part of an international team of Retail Operators throughout Western Europe and as such you will also experience international exposure via working on projects for the Western Europe region.

This is an exciting opportunity for everyone who loves a fast pace, performance driven Fashion Retail environment.

What you can expect:

Support Stores

Daily contact person between stores and head office for all store operations related topics

Perform investigations into any issues found and find solution with relevant stakeholders

Grant access & update information on relevant Retail Systems

Be responsible for store stationary orders incl. Shopping bags to ensure an efficient service.

Budget, order and control costs

Train Stores on systems and processes

Communication

Take ownership of the quality and consistency of the communication flow between head office and stores (e.g. updating Retail Newsletter, Retail guidelines and Trading Calendar)

Manage the relationship with selected suppliers

Build Retail Challenges throughout the year with the aim to motivate and engage whilst keeping in line with budgets

Manage yearly local Retail Meetings (Budget, Agenda, Organisation)

Be the local key Retail Operations contact for all Stakeholder

Process & Projects

Analyze & review current business practices to ensure stores are effectively utilizing systems, standards and processes to meet business needs

Implementing new processes and procedures & Guidelines according to business demands and roll out throughout the Western Hub if applicable

Be the Turkey key contact person for the HQ for selected (pilot) projects in the market and facilitate the roll out

Coordinate Store Project Meetings to make sure projects are running smoothly

Manage the Monday Trade Meetings

Reports & Analysis

Monitor and analyze direct customer feedback

Update and create relevant Reports in order to track key Performance KPI's

Support the Retail Management in ad hoc requests (e.g. reporting and analyzing key statistics on business performance, presentations)

Your profile:

A relevant University degree: Bachelor required; Master's is a plus

3+ year of experience in retail operations

Experience from working in a store is a plus

Strong analytical, organizational and numerical skills combined with close attention to details;

Extensive communication skills on all levels and a high level of commitment;

Good general understanding of retail environment and systems;

Excellent written and verbal communication in English;

Strong Computer literacy, especially with Excel & PowerPoint

Enthusiastic, self-confident and self-motivated. Shows ambition to drive through initiatives and change to achieve company targets;

Willing to adapt and take on new challenges and driven to continually improve ;

Able to handle multiple demands and competing priorities successfully.

Your benefits:

Annual Bonus

Medical nsurance

Transportation & Meal Allowance

We are a global company with our employees representative of the world at large. Our inclusive culture embraces each person's authenticity and individuality. We are committed to equal employment opportunity. And we believe our equitable work environment helps unleash your full potential and inspires you to thrive.

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