

Operation Manager_ CDC Warsaw

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Company: Dior

Location: Poland

Category: other-general

Operation Manager_ CDC Warsaw

Position

Operation Manager missions Description:

Stock Management & Logistics

Supervise, support and organize the team for all incoming and outbound physical and IT merchandise flows (receiving, follow-up of orders, ticketing, transfers and shipments etc.), including ecommerce shipping to Regional Digital warehouse.

As the referent on Care & Quality, be responsible for the appropriate application of storage rules, stock procedures and best practices by all team members to strengthen loss prevention : in particular, manage the annual BISE (Best In Stock Excellence) certification

Organize inventory management (weekly cycle counts and annual inventory)

Process/internal control

In charge of all SOPs (Standard Operational Procedures) related to Boutique Operation (implementation, updates)

Be responsible for staff training on policy & process

Care Services (Repairs & Returns)

Supervise all after-sales requests : monitor client correspondence and follow up with administrative tasks,

Review after-sales reports and initiate action plan as needed

Be responsible for staff training on Care Services guidelines

Till & Cash Management

Supervise till operations

Be responsible for expense control

Store Systems Referent

Be the referent for all “back-office” tools (Shop In Dior / Xpert, CARE, Dior in Stock, Census/Cycle Count) : ensure staff training, adoption and correct use in the store

Realize ad hoc demands concerning equipment / application access in E-services

Support the Digital Coordinator to deploy retail special projects when needed (Dior Star, Personalization, Omnichannel services, etc.)

Facilities Management

Supervise supplies needs (uniform/consumable supplies)

Maintenance and store upkeep

Profile

This role is best suited to a candidate with a (FRONT or BACK Office) managerial position, ready to work on weekends. We also require him/her to hold the following qualifications and attributes:

Analytical and structured thinking

Experience in Stockroom organisation

Experience with delivery process organisation and inventories

Willingness to work in multitasking mode and manage processes

Technical and IT friendly

Strong understanding of Customer Service needs and Customer priorities

Innovative, proactive and strategic

Team-focused with a desire to collaborate effectively

Organized, methodical and rigorous

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