



Operations Manager

Duties and responsibilities

Client Relationship Management

- Manage phone and email enquiries and requests
- Ensure customer satisfaction on the ground, resolve complaints
- Manage store policies such as package expiries

Team Coordination, Supervision

- Train staff to deliver top-notch service and float knowledge, continually monitor performance and facilitate development
- Manage monthly team schedule, hiring part-timers when necessary
- Proactively prevent negative service trends
- Build great work culture, propose team building initiatives

Optimise Operational Efficiency

- Manage store inventory top-ups, vendors e.g. laundry, resource allocation
- Tally monthly sales, generate store reports quarterly/annually, propose budget management
- Strategise how to improve SOP, efficiency to meet business objectives, goal setting and forecasting
- Retail inventory management, reports

Requirements

- 1-2 years experience in customer service and operations management required.
- Commitment of 40 hours a week
5 x 8-hr shifts, including 1 weekend shift, start/end timing is flexible
- Knowledge of Excel/relevant programmes to organise operational processes and systems