

Retail Operations Control Manager

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Company: Christian Dior Couture

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Position

Christian Dior is currently seeking for a highly motivated and organized individual for the position of Retail Operations Control Manager.

The candidate will be responsible to test, develop and implement retail operations control rules and procedures across our 5 Middle Eastern markets, in compliance with the group internal standards policies and procedures.

The ideal candidate must have a solid experience and knowledge of retail operations, preferably within the Fashion and Luxury industry. He / She must be energetic and exhibit excellent analytical and problem-solving skills, along with having effective written and oral communication skills.

Job description:

The position will require the candidate to:

- Perform frequent key controls and analysis (ex. stock movements and adjustments, sensitive transactions and payments, reconciliation and closing procedures, archiving and documentation); and produce sets of reports and presentations for the senior management
- Work in coordination with Operations Managers on challenging Monthly Internal Control Report procedure, execution and performance
- Conduct periodic control framework walkthroughs in stores, assessing effectiveness of organization, procedures and controls in place
- Identify process inefficiencies and control weaknesses, and report to the senior management

- Support retail and operations management teams in building effective remediation plans, based on pragmatic and value added recommendations; support with its implementation; closely monitor resolution and continuous improvement
- Organize and animate meetings and trainings to retail and operational teams, to ensure full compliance with group procedures, aiming at seamless operations and retail excellence
- Challenge cycle counts procedures and results; participate to annual physical inventories
- Participate to ad-hoc transversal studies and projects (ex. organization, digital transformation)

Profile

required qualifications and soft skills:

- Degree in Business Administration, Economics, or Engineering
- Minimum of 5 years of relevant experience in Retail Operations, Controlling or Audit
- Solid understanding of risk and control concepts, retail audit experience is a plus
- Ability to analyze large data sets and compile detailed reporting
- Proficient in Microsoft Office applications, Business Objects, data analytics tools (Power BI)
- Ability to understand complex processes, document, and embed controls within processes
- Strong drive for achievement, ability to prioritize, good analytical
- Problem solving, precision, attention to details
- Ability to work collaboratively with team members across multiple divisions and departments with different level of seniority, knowledge and cultures
- High degree of integrity and confidentiality
- Self-motivated, curious with excellent interpersonal and communication skills
- Strong fluency in English

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