



## POSITION DESCRIPTION

POSITION TITLE: Retail Support Coordinator / K3201

DEPARTMENT: Nayomi Retail

CLASSIFICATION APPROVED BY: HRD

### REPORTING RELATIONSHIPS

POSITION REPORTS TO: Regional Sales Managers/ Retail Manager

POSITIONS SUPERVISED: Nil

### POSITION PURPOSE:

- To support the retail team, mainly the area sales managers in achieving the agreed goals
- To create a sophisticated system of data
- To facilitate the task of the area sales managers by creating data, consolidating information and streamlining all the required information on a monthly and seasonally basis
- Creating a data folder in the server

They may manage large categories, or more than one smaller category.

## **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

### **Coordinating with MP**

- 1- New seasons' launches allocations input
- 2- Shops sales SKU analysis VS allocations
- 3- Effective consolidation planning
- 4- Purity model stock per shop band
- 5- Attend the OOS meetings with MP and buying
- 6- NW model stock per shop band

### **Retail feed-back**

- 1- Seasonal feed-back presentations from AM on a quarterly basis
- 2- Consolidation of the SWOT analysis from AM on a quarterly basis
- 3- Consolidation of marketing and VM feed-back to and for Retail

### **Standards: Presentations and Business Forms**

- 1- Develop comprehensive presentation standards for the AM
- 2- Develop comprehensive forms for the AM
- 3- Develop comprehensive system for shop openings and closures along with a comprehensive check list
- 4- IRR processing



- 5- Set comprehensive deadlines for deliveries
- 6- Chase deliveries for all the above
- 7- Consolidate all the files for all Nayomi across all areas.

## IT

- 1- Manage IT reports:
  - a- Store connectivity report: quarterly basis
  - b- Sales per sales person reports monthly and quarterly basis
  - c- Shop ranking reports on a monthly and quarterly basis: 1- shop ranking all brands; 2- shop ranking all Nayomi; 3- shop ranking GCC; 4- shop ranking KSA
  - d- Clock in/ clock out report for all Nayomi front lines on a monthly basis. Reports should be send to all AM in one file for their use

## Customer cards

- 1- Consolidate the customer cards information and update the tracker on a monthly basis
- 2- Chase the tracker update every 25<sup>th</sup> of the month

## Marketing

- 1- Coordinate with Marketing on uniform sizes and break down
- 2- Coordinate on POS materials
- 3- Follow with marketing issues and implementations
- 4- Input the correct shop information to any printing materials
- 5- Region and countries data base to communicate to other departments
- 6- Update all business related information
- 7- Bilingual communication between AM and Alya

## Buying and Design

- 1- Input to designers
- 2- Input to buyers
- 3- Input on quality

## Retail issue troubleshooting

- 1- Coordinate on solving urgent issues
- 2- Coordinate on communicating with the concerned department on any urgent and important issues
- 3- Support the AM on solving some issues if the latter have not been solved after many trials
- 4- Manage the Retail newsletter on a quarterly basis

## STC

- 1- To coordinate the awards' winners pictures and names with both Retail and Marketing
- 2- To coordinate the names of attendees with Marketing
- 3- To coordinate themes and discuss the activities with Marketing
- 4- Manage the list



PERSONAL CHARACTERISTICS:

**1. Retail support soft skills**

Top 5 key soft skills required/needed of Retail support include:

- Strong work ethic.
- Good communication skills.
- Problem-solving skills.
- Acting as a team player.
- Ability to accept and learn from criticism.

**2. Retail support management skills**

Top key 5 management skills required/needed include:

- People management skills.
- Strategic thinking.
- Organizational skills.
- Decision making skills.
- Planning skills.

PERFORMANCE MEASUREMENTS:

- Nayomi sales and profit achievement
- Analysis and planning
- Smooth coordination between retail and the major departments
- Submitting of all the reports and tasks on time for viewing
- Communication

COMPETENCY REQUIREMENTS

The following are the key competencies that will be required to complete this job effectively. Alongside each competency is the Level at which it is expected to be demonstrated (Refer to KOJ Competency Dictionary for a detailed breakdown of your competency requirements)

- Drive for Results
- Customer Focus



- Integrity and Trust
- Managing Relationships
- Problem Solving
- Analytical inclination
- Priority Setting & Time Management

Valuing Diversity

Department Head: .....

Employee: .....