

Job Description

Position Title: Retail Operations Administrator

Reports to (Position Title): Manager, RSM Operations

Location: Corporate Office

Overview

With the industry's largest database of retail intelligence, the deepest inventory of impulse products, and the most experienced team, we are the premier strategic merchandising partner to North America's retailers.

Jacent sources, warehouses, ships, and stocks over 3,500 impulse items to 14,000 retail stores across the US, Canada and Puerto Rico. We create a strategic merchandising plan for each store—then place the ideal impulse items in the ideal locations, with follow-up re-ordering and re-stocking. In addition to our impulse business, Jacent offers retail insights and services, such as audits and shelf stocking, to help stores run at peak efficiency.

The result of our work is two-fold: By connecting consumers with the right items—even ones they did not know they were looking for—we inspire shopping experiences. Moreover, in the process, we are helping our retail customers generate incremental sales. It is a win-win.

Job Objective

Provide analysis and ongoing operations support to executive and field leadership.

Duties & Responsibilities

- Prepare and edit correspondence, communications, presentations and other documents
- Coordinate and plan project-based work
- Effectively communicate and coordinate with internal staff at all levels
- Conduct research, collect and analyze data to prepare reports and documents
- Manage and provide solutions to incoming customer service issues
- Collaborate with internal RSOS leadership on retail initiatives and programs
- Review operating practices and implement improvements where necessary

Knowledge, Skills, and Abilities

- Excellent verbal and written communication skills with an ability to work with all levels of staff and management
- Strong problem analysis and solving abilities
- Ability to multi-task and prioritize
- Strong customer service skills
- Good interpersonal skills
- Attention to detail and accuracy in work
- Service-oriented with a history of building excellent customer relationships
- Ability to work in a team environment as well as independently
- Highly motivated

Experience and Credentials

- Associates or Bachelor's degree required
- Minimum two years' experience in retail operations/management
- Strong computer skills including proficiency with Microsoft Word, Excel, Outlook, and web-browsers
- Familiarity of standard office administrative practices and procedures
- Previous experience working in the grocery industry an advantage
- Retail service merchandising management experience a plus

To be considered for this position please apply at:

https://www.appone.com/MainInfoReq.asp?R_ID=2313165