

Operations Manager

Job Description

Suits Unlimited's Operations Manager has a shared responsibility to drive operational excellence while upholding the company's vision, mission, values, and strategy. This role is a key partner between our administrative staff and the Sales Department, ensuring that operational strategies are practical, scalable, and consistently executed. This role focuses on building efficient, clear, and sustainable ways of working that improve productivity, reduce complexity, ensure customer satisfaction, and enhance overall store performance. It is also accountable for assisting in inventory management, working with and leading associates and maintaining a safe and organized environment. This role reports to the Senior Administrative Staff.

Responsibilities

People Leadership

- Participates in employment decisions such as recruiting, interviewing, and coaching
- Effectively communicate company information and priorities to associates to ensure alignment and deliver on expectations
- Recognizes and celebrates associates driving overall associate engagement
- Work with lead sales team staff on scheduling, employee grievances, and performance evaluations
- Typically oversee and work with up to three (3) lead associates/managers and up to five (5) sales associates
- Reports to Senior Administrative Staff
- Responsible in participating in employment decisions

Inventory

- Provides oversight and assistance on proper execution of inventory management and pricing process, including but not limited to, inventory accuracy, receiving, stocking and inventory counts (live and non-live) and reporting
- Provides oversight and works with department leads on merchandising inventory and rotating new arrivals
- Maintain a clear understanding of the Point of Sale and Inventory system and it's inner workings
- Receives vouchers and invoices from vendors and works with bookkeeper to process them and get them floor ready

- Prints tickets for received inventory and ensures accuracy in communicating what tickets are for what items
- Maintain positive attitude and professional dress

Record Keeping

- Regularly update Employee Policy Handbook and ensure Suits Unlimited is compliant in all recent employment laws
- Work with Lead Sales Associates and bookkeeper to regularly keep track of PTO days of all employees

Essential Physical Demands and Work Environment

- This position is occasionally required to stand, walk, climb a ladder, and use hands to handle, feel, hold, write, etc.
- Required to frequently to reach with hands and arms and occasionally stoop, kneel, crouch, talk and hear. Specific vision abilities required by this job include depth perception and ability to see accurate colors. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May occasionally lift and/or move up to 50 pounds and team lift and/or move more than 100 pounds. This entails handling of shipments of inventory or moving rolling racks of garments.

Qualifications

Requirements

- 5+ years of retail leadership or experience in a customer-focused environment.
- Full-time availability required, flexibility in schedule, some holidays as needed. We are closed for some major holidays.
- Strong written and verbal communication skills.
- Strong organizational skills and attention to detail
- Experience developing and implementing store processes, policies, and operational initiatives.
- Strong project management skills with the ability to manage multiple priorities and timelines.
- Strong analytical and problem-solving skills with a data-driven mindset.
- Ability to influence cross-functional partners and work effectively across teams.
- Advanced proficiency in Microsoft Office, especially Excel.

Nice-to-Haves

- Experience working with store systems and technology implementations preferred.
- Experience managing or mentoring others preferred.

Benefits

Benefits that benefit you

- Paid Bi-Weekly
- Paid Time off for full-time associates after 1 Year
- Associate discounts
- Career pathing
- Development opportunities