

Retail Operations Manager | Welisara, Panadura, Battaramulla

At our company, we believe that every small idea has the potential to **spark** something **extraordinary**. We foster an environment where creativity, passion, and innovation come together to fuel growth. When you join us, your unique **spark** isn't just encouraged - it's celebrated! Together, we create a workplace where every contribution, big or small, **transforms** into something remarkable.

The Role

As a **Retail Operations Manager**, you will be responsible for managing and overseeing the operations of multiple showrooms located in Panadura, Welisara, and Battaramulla. You will play a key role in driving sales performance, operational excellence, team leadership, and business growth while ensuring a superior customer experience across all locations.

Key Responsibilities

- Oversee the daily operations of 3 showroom locations to ensure smooth and efficient business operations.
- Achieve sales, profitability, and operational targets through effective planning, monitoring, and execution.
- Be responsible for managing inventories, cash handling, and sales proceeds in accordance with company policies and operational procedures.
- Lead, motivate, and guide showroom sales teams to achieve targets while maintaining high performance and service standards.
- Ensure exceptional customer service standards are maintained across all showroom locations.
- Analyze showroom performance, sales reports, and operational KPIs to identify improvement opportunities and implement corrective actions.
- Support new showroom openings, relocations, and expansion projects as required by the business.
- Ensure all showroom operations comply with company policies, procedures, and retail operational standards.
- Train and develop showroom staff to improve operational knowledge, selling skills, and overall team productivity.

Requirements

- Bachelor's Degree or Diploma in Business Management, Marketing, Retail Management, or a related field.
- Minimum 5 years of experience in retail/showroom management, with at least 2–3 years in a multi-branch or regional management role.
- Proven track record of achieving sales targets and driving business growth.
- Strong leadership skills and business acumen.
- Excellent interpersonal, communication, and team management skills.
- Ability to work under pressure and manage multiple showroom operations effectively.
- Strong analytical and problem-solving skills with a result-oriented mindset.
- Proficiency in Microsoft Office and retail management systems would be an added advantage.

If interested, please send your resume, and cover letter to careers@phoenix.lk

