



VP, Retail Operations
Vestis Fashion Group
Vancouver, BC

Who we are:

Vestis Fashion Group Inc. is a Vancouver-based luxury brand retail company founded in 1985. We have a strong portfolio of iconic Italian brands including Max Mara, Weekend Max Mara and Pomellato, as well as our own multi-brand boutique under the banner of BluBird.

The opportunity:

We are seeking a motivational and results-driven VP, Retail Operations with experience as a senior regional retail manager responsible for multiple stores. As part of the Leadership Team, you will play a key role in the execution of business strategy, marketing and sales targets, and oversee the retail stores and e-commerce platform across all brands.

The ideal candidate will have a passion for the latest fashion trends and a commitment to providing the utmost in retail excellence.

What you'll do:

As VP, Retail Operations, you will have the following responsibilities:

People Development

- Create and support a positive, collaborative, feedback- friendly work environment
- Model leadership behaviours that promote a culture of open communication, development and trust.
- Oversee recruitment, training and development, and performance management processes across brands
- Conduct performance check-ins and appraisals to understand needs, build rapport & develop team
- Mentor and coach team with an emphasis on store management results, product knowledge, customer service and Vestis Fashion Group policies and procedures
- Develop & implement training standards and implement a culture of continuous improvement

Operations

- Contribute to development of overall retail strategy for both bricks & mortar and ecommerce initiatives
- Involvement with setting financial targets and accountable for productivity and profitability of all stores.
- Cascade financial targets to store level, monitor performance, and recommend and execute performance initiatives where necessary
- Review, analyze & report to Leadership on KPI's, productivity and store performance
- Create, implement, and monitor customer service standards designed to inspire performance while putting the customer first
- Work closely with Marketing to provide input for brand plans and assist in the execution of initiatives
- Adhere to and uphold all Vestis Fashion Group policies, processes and procedures

Qualifications:

Education/ Experience

- Completion of college or university
- Minimum five years' work experience in retail operations management
- Equivalent combinations of education and experience may substitute for required qualifications.

Knowledge, Skills, Abilities

- Strong knowledge of retail operations
- Excellent communication skills – verbal and written, and interpersonal
- Exceptional relationship management/business development skills
- High level of ownership, accountability and initiative
- Interpersonal and organizational skills
- Strong senior leadership/ management skills
- Strong Microsoft Office proficiency, including Outlook, Excel, Word & PowerPoint
- English Proficiency required
- Second language an asset
- Ability to action multiple tasks in an agile environment
- Ability to quickly learn new procedures and processes
- Ability to influence and negotiate
- Ability to identify opportunities and lead multiple teams through change

Remuneration

Vestis Fashion Group offers a competitive salary and benefits package.

Candidates selected for an interview will be contacted directly.