



Job Description

Job Title	Retail Operation Specialist		
Job Holder			
Function	Retail Operation & Sales Forecast And Planning / Department: Market strategy & planning		
Reporting lines (titles): Direct line	Retail Operation Manager Functional line		
Location/Site	New Taipei City	Country	Taiwan
Number of direct reports	0 HC		
Type of Employment	100 % of FTE		
Created	01/Mar/2012	Reviewed	15/May/2024
PURPOSE OF THE JOB			
<p>The purpose of this job is the key supporting role to provide sufficient and in-time information to support sales decision making with increased clarity and necessary simulation so as to increase overall efficiency of sales operation. The job content includes 4 major areas:</p> <ul style="list-style-type: none"> ● Support the team lead to provide budget/target, weekly/monthly key message, and other sales plan and performance tracking information to management. ● Support the team lead to provide sales performance reports sales to CD/sales head to support sales decision making. ● Support the team lead about sales target, policy and process administrator. ● Local SA roster system central functionality setting with IT team incl to meet government labor policies. 			
GENERAL DUTIES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ● Support the team lead about Sales Budget & Forecast Planning by Channel and SBB with monthly phasing; ● Support the team lead to provide sales performance reports incl WSE & Monthly Key Messages and integrate them onto regional/global sales reporting; ● Support the team lead to provide sufficient and in-time information to CD/sales head to support sales decision making; ● Support the team lead to tracking sales operation progress against approved sales plan (Target setting) and routinely assess key sales operation activity (Plan-I for both dept store and store channel) against defined KPIs; ● Tracking spot sales against approved sales plan and performance result; ● Support the team lead to monitor and control routine sales operation against sales target, policy and process; ● Local SA roster system central functionality setting with IT team incl to meet government labor policies. 			
KEY INTERFACES			
[For Internal interface list Department, Position and specify Activity in Area of Interface			
Internal key customers		Area of Interface	
Sales Team		sales relative matters	
HRSSC Team		SA roster system	

External key customers

Area of Interface

KEY PERFORMANCE INDICATORS (KPI)

[Indicate measurable KPIs for the position]

- To achieve 100% OTIFWQ of sales and channel reporting

SIGNED BY EMPLOYEE:

Date:

SIGNED BY DIRECT MANAGER:

Date:

Job Requirements

PROFESSIONAL EXPERIENCE

[Indicate needed work experience - area of expertise and duration]

Over 3 years experiences in sales & admin. Support and business processes.

EDUCATION REQUIREMENTS

A Bachelor Degree in Business

OTHER REQUIREMENTS

Technical skills: Good domain Knowledge on business administration

Language Skills: Fluent in Mandarin Chinese and English.

IT proficiency: Excellent Excel & Power Point skills, Proficient in Microsoft Office.

Other skills: Excellent organizational and analytical skills, Strong communication skills.

Mobility: optional

PERSONAL QUALITIES

- Confident, mature, self-motivated, energetic, assertive, and **passionate**.
- Professional and proactive service attitude and ability to work under pressure while handling multiple tasks, and meet deadlines
- Must have unquestioned personal **integrity** and professional **ethics**.
- Entrepreneurship
- Lead by example
- Great collaboration
- Change mindset and change management capability
- Positive, proactive and progressive
- Strong internal & external communication skill

NOTE

This Job Description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organization.

APPROVED BY

Title

SIGNED BY

Date