

Retail Operations Coordinator

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Company: American International University, Kuwait

Location: Kuwait

Category: other-general

Position description

Job Title: Retail Operations Coordinator

Classification: Professional/Technical

Reports to: Assistant Vice President for Campus Safety & Facilities

Job Purpose: Reporting to the VP for Campus Safety & Facilities, the Coordinator is responsible for the success and efficient operation of the retail section of the university. This section encompasses all outsourced services, including food service, coffee service, bookstore, any retail outlets under contract with the college, and any retail operations directly managed by the university. The incumbent oversees subcontractors to guarantee the provision of top-notch services and products to the college community and to ensure that all physical spaces are kept appealing, clean, and well-maintained by the operator.

Duties:

- 1 . Provide active oversight of all subcontracted retail services and outlets to ensure that all contract obligations are met in full by the subcontractor
- 2 . Conduct weekly, monthly, semesterly, and year performance evaluations and compliance inspections of all on campus vendors, focusing on food quality, staff performance, and hygiene.
- 3 . Actively evaluate the success of all vendor operations and college operated retail services using feedback received from all segments of the community

- 4 . Oversee the day-to-day implementation of all vendor contracts
- 5 . Monitor student/faculty needs for service outlets, and quality/cleanliness/variety being offered.
- 6 . Advise the VP for CS of any needed updates or revisions to vendor contracts/operations.
- 7 . Develop and implement plans for equipment and building preventative maintenance as needed for all retail services in collaboration with Environmental Health & Safety & Facilities.
- 8 . Develop and maintain policy and procedure manuals related to vendor programs and services .
- 9 . Must have ability to work varied hours, sometimes extended hours, including on-call, evening, weekend and holiday duty
10. Other duties as assigned

Skills:

- 1 . Must possess skills to be able to explain and demonstrate the essential functions of the position, including strong spoken and written English skills, and math skills.
- 2 . Must possess strong interpersonal skills and the ability to communicate ideas and information clearly and effectively at all levels in English, ability to speak Arabic preferred
- 3 . Must possess customer service skills: providing diplomatic, able and consistent service ability to assess problems and customer needs ability to handle difficult individuals and situations must possess ability to also effectively communicate with constituents outside the college community
- 4 . Demonstrated sound knowledge of current retail practices and any related Kuwait regulations .
- 5 . Knowledge of varied ways to monitor client needs for service outlets and monitor the quality/cleanliness and variety currently being offered at the college

- 6 . Must be comfortable working in a very fast-paced environment, capable of resolving crises in a professional manner
- 7 . Ability to keep detailed records to assemble and organize information and to prepare and submit reports related to all retail operations in an acceptable format
- 8 . Demonstrable high ethical standards and patience
- 9 . Ability to maintain and ensure confidentiality of work-related information and materials
10. Demonstrated ability to plan, prioritize, and problem-solve; use sound professional judgment; initiative, and resourcefulness must be dependable
11. Possession of valid vehicle operator's license
12. Ability to work long and varied hours including on-call, evening and weekends when required .

Experience and Education

- 1 . At least three years of customer service or retail experience at least two years at a manager or higher level
- 2 . Specific experience creating and organizing RFPs awarding leases, managing monthly lease fees, and monitoring customer needs for service.
- 3 . Proven track record of employing mutual, friendly, flexible, and collaborative approaches as it relates to a diverse population.

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