

RETAIL OPERATIONS SUPPORT

Reports to: Operations Manager

Department: Retail

Duty Station: Office and Field-Based

Job Summary

The Retail Operations Support role is responsible for executing operational activities that enhance retail site performance, service quality, and customer engagement. The role ensures compliance with operational standards, supports Retailers with daily performance requirements, coordinates training and customer focus initiatives, and strengthens data integrity across the network. This position demands strong coordination skills, attention to detail, and the ability to support multiple sites while maintaining high customer service and HSSE standards.

Key Deliverables

1. Maintain operational governance by validating retail activity execution, verifying uniform orders, supporting site review documentation, and ensuring alignment with Retail standards.
2. Strengthen operational data integrity by reviewing site reports, monitoring KPIs, consolidating customer feedback, and flagging performance issues requiring corrective action.
3. Enhance HSSE and customer experience performance through on-site visits, customer service training support, and enforcement of operational and safety protocols.
4. Provide operational support to Retailers and site staff by coordinating training activities, handling customer focus communications, and escalating site issues to the Retail Operations Manager.
5. Support retail governance by maintaining trackers, coordinating with cross-functional teams, managing customer champion tools, and ensuring audit-ready documentation for all assigned tasks.
6. Contribute to continuous improvement by identifying operational inefficiencies, tracking site actions, and supporting campaigns aimed at strengthening customer engagement and service quality.

Expected Output

- Improved site operational performance and consistent execution of Retail standards.
- Strong customer experience delivery supported by effective communication and feedback loops.
- Accurate and audit-ready retail operational data.
- Strengthened retail team capability through coordinated training support.
- Enhanced compliance with HSSE and customer service standards.

Qualifications

- Bachelor's degree in business, Marketing, Operations, or related field.
- Additional training in Customer Service, Operations Management, or Retail Performance is an added advantage.

Experience

- Minimum 2–3 years' experience in retail operations, sales, or customer service.
- Experience working with frontline staff, customer feedback tools, and operational reporting.



Competencies

- Strong coordination and communication skills.
- Ability to analyse reports and identify performance gaps.
- Customer service excellence and stakeholder engagement.
- Basic understanding of HSSE principles.
- Ability to work under pressure and support multiple sites.

This is a dual office and field-based role requiring interaction with site staff, Retailers, customers, and operations teams. Adherence to HSSE is mandatory during fieldwork, especially on active retail sites.

Performance Metrics

- Retail KPI execution levels.
- Customer focus performance indicators.
- Accuracy of operational reporting and reviews.
- Effectiveness of communication and training support.
- HSSE compliance behaviour during field engagements.