



Director, Retail Operations

MONK OFFICE

Victoria, BC

An exciting opportunity exists for a seasoned retail leader to join a true Vancouver Island success story, as they continue to serve their customers of today and prepare to meet the needs of their customers of the future.

Reporting to the Chief Executive Officer, the Director, Retail Operations is responsible for the overall performance of the company's 10 retail stores. As a member of the Executive team, the Director will formulate and implement strategies, tactics and metrics that drive a consistent brand promise across the stores, as it pertains to customer service and experience, optimization of operations and inventory, recruitment and retention, brand alignment and revenue generation. In addition, the incumbent will contribute to and collaborate closely with the Digital/E-Commerce and Buying teams bringing an innovative and creative sensibility towards how best to serve customer needs in the most efficient, effective and timely manner.

As the ideal candidate, you are a results-focused leader who thrives on moving the needle. You bring out the best in your teams through a positive, energizing and engaging working style, and a total commitment to creating the best possible customer experience. You are a champion of process improvement and are a lifelong learner who leads by example.

A minimum of 7 years' experience in a sales and operations leadership capacity across a multi-site/regional retail environment, is complemented by a post-secondary degree in a related field. Familiarity with/success with an online offering would be a highly desirable asset.

If this is the next step in your professional career, please forward your résumé in confidence to **Shaun Carpenter** or **Gordon Andersen** at www.pfmsearch.com.

Monk Office is an award-winning provider of office solutions, and the largest of its kind on Vancouver Island. Headquartered in the beautiful city of Victoria, BC, and offering a diverse array of products and services through several channels, there are 10 high profile retail locations across Vancouver Island and a significant and growing online presence. Monk Office is committed to its customers, community and environment. They're passionate about their customers' personal and professional success, and they go above and beyond when it comes to providing the right products and services for their customers, at the right time. Come work with a well-recognized Vancouver Island brand, as they continue to grow and build their vision of the workplace of the future.

Monk Office



PFM Executive Search

Tel 604.689.9970 | Toll-Free 1.800.864.9970
Suite 2020-1055 West Hastings Street
Vancouver, BC V6E 2E9
www.pfmsearch.com