



THE POSITION: RETAIL OPERATIONS MANAGER

Cityneon is a global experience entertainment company specializing in unique, immersive and large-scale experiences. Staying true to our philosophy- “Big Ideas. Bigger Experiences”, we continue to push the envelope on what is possible not only through our offerings but our people as well. The combined efforts of our team of around 400 people worldwide have since seen us clinching the ‘Best Listed Company Award’ in 2018 and even a Guinness World Record title for “The Hunger Games: The Exhibition” in Las Vegas. Guided by the same principles of innovation and unwavering commitment to excel since 1956, we strive to get ever closer to our vision of being a global leader in the experience entertainment industry.

Ever thought of managing retail operations for the likes of Marvel Avengers, Jurassic World and other exciting exhibitions? Cityneon is looking for an experienced **Retail Operations Manager** to join our expanding team in China.

As the **Retail Operations Manager**, you will be reporting to the **Regional Managing Director** based in Beijing, China. You will be responsible for overseeing all retail locations for Cityneon Exhibitions and lead the efforts to ensure standards of excellence are maintained in all aspects of the retail locations including merchandising, guest service, and operations.

This role offers excellent opportunities for personal and career growth as you will be exposed to large-scale, immersive experiences that Cityneon has been known for. Aside from the stimulating work and exciting working environment, you will be playing an integral role in the continued growth and expansion of Cityneon’s China team, working with the local and global counterparts.

The ideal candidate is meticulous and highly adaptable to constant change. We are looking for a highly adaptable individual with the ability to thrive in a fast-paced, high pressure, entrepreneurial environment.



Key Responsibilities Include:

- Develop and implement Retail Operations Training Manual for self-operated and partner-operated locations.
- Develop and execute training program for on-site staff.
- Develop planograms and standards of excellence for in-store merchandising.
- Collaborate with product development and creative teams on development of retail layouts for each location including fixtures that support impact merchandising and revenue generation.
- Set daily and weekly sales goals to achieve budgeted revenue with each location along with executable plan to deliver on those goals.
- Responsible for onsite inventory management protocol including but not limited to physical inventory, process and management, ongoing shrinkage control, and implementation of price changes.
- Responsible for recruiting and hiring of staff in Cityneon self-operated retail locations.
- Partner and collaborate with Operations Manager to ensure consistency in expectations across exhibition.
- Collaborate with Product Development Manager on development of unique items that have revenue potential within each IP and location.
- Collaborate with Retail and Data Systems Manager on development of system protocol adherence for onsite staff to maintain integrity of all information.

Requirements & Attributes:

- Minimum of 4 years retail store management experience with reputable brands/companies.
- Excellent communication skills in both Mandarin and English in order to effectively handle English-speaking and Mandarin-speaking counterparts.
- Expertise working with retail POS systems
- Preferred IP related merchandise management working experience
- Preferred relevant working experience in Theme Parks, Cinemas, Attractions or other similar establishments.
- Ability to adapt quickly to unique situations
- Strong leadership skills

Please send your detailed updated resume and portfolio to recruitment@cityneongroup.com before **31 December 2020**. All applications will be treated with strictest confidence. We regret that only shortlisted applicants will be contacted.