



TITLE: Head of Operations (working title)

REPORTS TO: TBD on the Executive Team

FLSA: Exempt

LOCATED: NYC - Corporate Office

OVERVIEW: This position is responsible for managing all facets of operations on behalf of the International Cosmetics & Perfumes (ICP) brands – currently The House of Creed. This person will serve as the operations liaison for the company and plays a key role in developing and managing the operational processes including procurement, distribution, warehouse (3PL primarily), logistics, supply chain, building management, office services, and IT infrastructure, while maintaining a continuous, cost effective and controlled flow of products in support of the business forecasts and goals. This role will also promote and maintain the intrinsic company culture that fosters the firm’s core values of: Transparency, Recognition, Accountability and Communication.

CORE RESPONSIBILITIES:

Operations: Oversees and executes the company wide strategy for all segments of Operation such as: Logistics, Purchasing, Sales Planning, Inventory Management, Office Management & all Warehousing inclusive of 3PL’s and assembly production, including but not limited to:

- Strategizes and implements the cross-functional Sales and Operations Planning/Forecasting system and provides for improvements
- Develops and maintains the inventory management system (ERP) processes and reporting mechanisms
- Ensures cost savings for all segments of the Operations Department utilizing best practice industry trends, KPIs (Key Performance Indicators) and out of the box intelligence
- Proactively establishes initiatives to provide seamless “best in class” customer service.
- Collaborates and interacts with the executives of ICP’s client base and their suppliers both domestically and internationally to understand their best practices
- Responsible for 3PL warehouse management, integration, development, and Customer Service Reports
- Participates in reviewing and executing contract proposals
- Researches and implements innovative processes that will foster improvement of the logistics operation and service by collaborating with ICP Retailers Executives and International Vendor Executives
- Negotiates and manages all transportation contracts; Fed Ex, UPS, international freight forwarders, etc.
- Develops and implements internal reporting systems such as:
 1. Inventory Reports: on-hand, aged, slow movers etc.
 2. PO Reports: vendors and retailers, receipt percentage, vendor performance
 3. Retailer Reports: PO percent ship and ICP performance
- Participates in Boutique/Store Construction management set-up including but not constrained to general contractor selection and negotiation, IT, store security and all other initial store needs (Phase 1 set-up)
- Seeks to promote and cultivate the company and brand awareness with external partners.
- Coaches, develops, and leads Operations team.
- Property Management of Headquarters and Boutique facilities:
 - Pest control, security, facility improvements, maintenance; liaise with Building Management
- Supervise Order Processing
- Regulatory Compliance (i.e. MSDS)

Office Management: Responsible for maintaining structural integrity of the office space and services, including but not limited to:

- Responsible for ensuring office space exemplifies firm commitment to beauty innovations and the narrative of luxury
- Partner with VP, Finance on WC, OSHA, Fire Safety
- Liaison with Building Management, taking a proactive role in identifying and resolving “quality of life” employee issues
- Oversees office Security, Cleaning, and Waste Removal and maintain strong relationships with vendors
- Maintenance of office furniture and office equipment (postage, copier, printers), ensuring no interruption in business
- Coordinates items and transportation to and from cost effective but accessible storage facility / warehouse

Purchasing/Procurement: Directs and oversees all functions of procurement for the company, including but not limited to:

- Develops long term vision and annual objectives for the procurement department
- Performs competitive analysis on latest best practices and innovation with supply chain retail Management and makes recommendations accordingly.
- Takes ownership of cross-departmental, and NYO purchasing needs, including overseeing office supply inventory and replenishment to ensure that our internal clients' needs are being met

- Establishes and implements a purchasing strategy and operational plan for all products, domestically and internationally
- Oversees office supply orders including all stationary/business cards, kitchen/food/drink supplies, IT supplies/toner, etc.

IT Infrastructure: Develops and maintains appropriate IT organizational structure that supports the needs of ICP and performs all functions of personnel management including but not limited to:

- Establishes IT departmental goals, objectives, and operating procedures in accordance with best practices
- Identifies opportunities for appropriate and cost-effective investment of financial resources in IT systems
- Assists ownership in negotiating contracts and managing vendor relationships for outsourced systems and services, security, remote backups, VOIP phone services, internet service providers, cloud providers, etc.
- Recommends and establishes policies and procedures for system use and services, implement IT security controls for ICP
- Manages IT Consulting relationship and proactively plans and coordinates all necessary IT training for users

REQUIREMENTS:

- Bachelor's Degree in Business / Management / Supply Chain or Related field
- 15 + years relevant operations experience including procurement/purchasing, warehousing, supply chain, distribution, office services, etc., including at least 5 years' experience overseeing IT function
- Experience working in-house, within the beauty / fragrance industry and/or luxury sector
- Technically proficient in MS Office, numerous IT platforms, and evolving IT software's and hardware's
- Demonstrated success thinking strategically and acting tactically, including a strong business acumen and an innovative thinking in approach to business
- Excellent communicator and presenter with strong written and verbal skills
- Outstanding interpersonal skills and relationship building skills, both internally and externally
- Highly organized and possessing process-oriented skills
- Outstanding internal and external client service skills, including strong follow-through / follow-up
- Possesses strong leadership qualities and the ability to coach, manage, and motivate the team
- Experienced in implementing a best-in-class office, procurement, and operations environment through best practices and process improvement
- Excellent analytical skills with the ability to analyze the business and identify new functional growth opportunities
- Strong negotiating skills and ability to use with clients
- Skilled at successfully organizing, prioritizing, and managing multiple projects
- Ability to work in an entrepreneurial, fast-paced environment while being adaptable to change
- Comfortable working with a small team and willing to take on new challenges/opportunities as they arise