



**TITLE:** Senior Director / AVP of Operations (DOE)

**REPORTS TO:** SVP, Marketing

**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 and office services 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 Operations such as: Logistics, Purchasing, 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, etc.
- Develops and implements internal reporting systems such as: A) Inventory Reports: on-hand, aged, slow movers etc. B) PO Reports: vendors and retailers, receipt percentage, vendor performance C) Retailer Reports: PO percent ship and ICP performance
- Seeks to promote and cultivate the company and brand awareness with external partners
- Coaches, develops, and leads Operations team (2 Direct Reports).

**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
- Oversee 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; key partner to IT team on these matters
- Coordinates items and transportation to and from 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 corporate office 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

**REQUIREMENTS:**

- Bachelor's Degree in Business / Management / Supply Chain or Related field
- 10 + years relevant operations experience including procurement/purchasing, warehousing, supply chain, distribution, office services, etc.
- Experience working in-house, within the beauty / fragrance industry and/or luxury sector
- Technically proficient in MS Office
- Demonstrated success thinking strategically and acting tactically, including strong business acumen and innovative thinking
- 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
- 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