



Retail Coordinator

The Gold Coast SUNS are seeking an enthusiastic, driven and passionate Retail Coordinator, with a strong work ethic, to join our wonderful team based at Metricon Stadium. As a member of the Consumer team, you be responsible for providing an exemplary level of customer service and care to our members and supporters.

Reporting to the General Manager – Consumer and Community, you will ensure the smooth day to day operation of the club's retail shop, including the online shop, and will work closely with all departments at the Club.

Key responsibilities:

- Assist in developing and implementing the Suns retail Strategy and budget to meet set KPIs
- Drive the relationship with our major suppliers to develop the annual Merchandise & Retail range and program, ensuring a positive and professional relationship is maintained
- Manage inventory ensuring the Club's risks are kept to a minimum at all times
- Coordinate mobile retail outlets for external events when required, including the coordination of all operational and stock requirements
- Provide the GM - Consumer & Community with weekly up-dates on all key initiatives and challenges in the Retail department
- Work with on-field suppliers to develop the on-field apparel range, collaborating with relevant internal departments
- Manage the sales and margin performance of the merchandise business to meet and exceed club budgets, providing KPI and sales reports to the GM and monthly board reports
- Liaise with the marketing and digital departments to oversee and execute the marketing calendar

The Ideal candidate will have:

- A strong personal brand, which personifies the GCFC values
- Exceptional customer service and relationship management skills
- Excellent organisational & time management skills with the ability to multi-task and prioritise work
- Strong operational experience in volume retail, including merchandising, inventory control, OH&S and day to day operations
- A very high level of administrative, written and oral skills
- A commitment to personal learning and development
- Knowledge and passion for sports, and in particular AFL
- Ability to work weekends during the season;
- Online retailing and web analytics experience (desirable);
- Direct Marketing and/or Digital experience (desirable); and
- Experience in using VEND or another retail management systems (desirable)

Applications close: 5pm Monday 1 February 2021.

How to Apply:

Please submit a detailed cover letter and CV via our Candidate Portal by clicking on the link below or by copying and pasting it into your web browser.

https://goldcoastfc.secure.force.com/recruit/fRecruit_ApplyJob?vacancyNo=VN018