

## Retail Experience Program Manager

jane@synergy1cc.com

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Web :

### Job Summary

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Vacancy :

Deadline : Aug 22, 2024

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Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

# MEJURI

## Job Description

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Mejuri is the category-defining fine jewelry brand redefining luxury, your way. Feeling disconnected from an industry that typically markets to men, co-founder and CEO Noura Sakkijha leveraged her learnings as a third-generation jeweler to rethink the way women purchase jewelry—for themselves. In only seven years, and with a team of over 75% women, Mejuri has shipped over one million orders and opened retail stores across the globe, all while introducing new products weekly.

As part of Noura's original vision to empower women to invest in themselves, the brand launched the Empowerment Fund to support underrepresented women and non-binary individuals with the tools to empower themselves. Mejuri continues to reach new customers through exciting community initiatives and expansion into international markets, such as the UK, Australia and Germany.

We are a team of retailers, creatives, technologists and strategists, and we are looking for someone special to join our team.

As the Retail Experience Program Manager, you will play a crucial role in enhancing retail experiences and driving commercial go-to-market strategies. This position focuses on managing and executing cross-functional projects to improve the overall retail experience. You will work closely with various teams, ensuring that our retail experiences are efficient, innovative, and aligned with our strategic objectives. Your deep understanding of customer experience and commitment to delivering exceptional retail experiences will be vital. You will leverage your strong ability to develop and implement effective strategies, driving commercial success. With a forward-thinking mindset, you will foster continuous improvement and innovation in retail. Your strong analytical and problem-solving skills will enable you to interpret data and make informed decisions.

### **What You'll Do**

- Lead and manage cross-functional projects that enhance retail operations and experience. Ensure projects are completed on time, within scope, and within budget.
- Collaborate with commercial teams to develop and implement go-to-market strategies that drive retail success and customer and team engagement.
- Work with internal and external stakeholders to align project goals with business objectives. Facilitate team communication and coordination to ensure seamless execution and high engagement levels of store teams and customer experience feedback.
- Identify opportunities for process improvements within retail. Implement best practices and innovative solutions to enhance efficiency and customer satisfaction, leading to higher customer satisfaction scores, such as Net Promoter Scores (NPS).
- Analyze retail performance data to inform project decisions and strategies. Provide insights and recommendations based on data-driven analysis to drive revenue and increase conversion rates.
- Guide and mentor project teams, fostering a collaborative and high-performance culture. Ensure team members have the resources and support needed to succeed.
- Stay updated on industry trends and emerging technologies. Propose and implement innovative solutions to enhance the retail experience.

### **What You Bring to the Team**

- Proven track record of successful project or program management in a fast-paced, scaling retail environment.
- 5+ years of retail or project management in retail, hospitality, or related fields.
- Strong leadership and communication skills with a history of successful project outcomes.
- Creative problem-solving skills and a customer-centric mindset.
- Ability to manage multiple priorities in a dynamic environment.
- Certification in project management (PMP or other) is a plus.

### **Benefits at Mejuri:**

- A minimum of three weeks vacation, plus personal days and three religious observance days.
- A hybrid work model for all corporate roles.
- 'Mejuri Passport' which allows employees who meet specific criteria to work in other locations for one month per year.
- Comprehensive medical and dental benefits, including mental health coverage, and generous personal and sick days for our full-time employees. We also offer bereavement leave, including miscarriage and stillbirth support.
- Parental leave salary top-up of up to 80%, as well as a personalized return-to-work transition and accommodation plan for full-time employees.
- Semi-annual performance reviews.
- A generous product discount!

Please note that these benefits apply to full-time employees.

### **Location:**

At Mejuri we embrace a hybrid working environment and support our corporate employees to be successful whether they are at home or in the office. The primary purpose of our offices is to drive collaboration and deepen relationships with one another.

### **Accommodation / Accessibility:**

Mejuri does not discriminate in hiring or terms and conditions of employment because of an individual's race, ancestry, colour, place of origin, religion, gender, gender identity, national origin, citizenship, age, disability, sexual orientation, family status or marital status, or any other protected category recognized by provincial or federal laws.

Should you require any accommodation, please inform us and we will work with you to meet your accessibility needs. For any accessibility-related assistance, requests for information in accessible alternative formats or to report any accessibility problems, please share in your application.

### **#LI-Hybrid**

Along with our central mission and vision, we have guiding values that set the tone for where we're heading and how we work together. These values are behaviors that form our shared beliefs and approach to how we wish to work together at Mejuri, regardless of role, level, and work location. Our 8 core values help drive our decision making when we are cross collaborating, redefining luxury, and creating a sense of commitment and inclusion to help shape our company culture.

Our values are:

**FIND A WAY** | We break down problems into manageable steps, explore creative solutions daily, learn from failure, and adapt quickly

**RAISE THE BAR** | We share constructive feedback openly, continuously improve personal and team performance, collaborate and challenge for better outcomes

**CUSTOMER OBSESSED** | We actively listen to customer feedback, make decisions that impact customers positively, continuously refine product, service, or customer interactions

**EMPOWERED OWNERS** | We proactively address cross team challenges, willingly tackle any task big or small, take initiative, and lead by example

**JUST DO IT** | We make informed decision quickly, encourage experimentation and learning, encourage thoughtful risk taking, embrace change, and stay adaptable

**HUMILITY** | We acknowledge team contributions before self, acknowledge and learn from mistakes, maintain an open and receptive mindset, and promote a respectful work environment

**CURIOSITY** | We seek out new challenges daily, ask questions to understand deeply, reimagine and innovate to drive progress

**DRIVE RESULTS** | set clear goals and prioritize tasks, focus on high impact activities daily, monitor progress through clear metrics, stay persistent and solution orientated

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**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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