

Job Description: Chief Operating Officer (COO) – Luxury Retail Domain

Role Summary: We are seeking a dynamic and highly skilled **Chief Operating Officer (COO)** with 5+ years of proven leadership experience in the luxury retail domain. The ideal candidate will have a strong strategic mindset, exceptional operational expertise, and qualifications from a reputed business school. This role involves driving operational excellence, enhancing team performance, and ensuring the organization achieves its growth objectives while maintaining the highest luxury standards.

Key Responsibilities:

- Lead and optimize operational processes across all business units to ensure efficiency and profitability.
- Develop and implement strategic plans aligned with organizational goals and market trends.
- Foster a high-performance culture by mentoring and motivating teams across the organization.
- Ensure exceptional customer experiences through consistent delivery of luxury services and products.
- Drive innovation and process improvements to maintain market leadership and competitive edge.
- Collaborate with senior leadership to define business strategies and expansion plans.
- Oversee budgeting, financial planning, and cost management for operational activities.
- Build strong relationships with stakeholders, suppliers, and high-profile customers.
- Monitor KPIs and use data-driven insights to guide decision-making and drive results.
- Ensure compliance with regulatory standards and uphold company policies and values.

Qualifications:

- Graduation/Post-Graduation from a reputed business school (preferred).
- 5+ years of leadership experience in operations within the luxury retail domain.
- Strong strategic planning, team management, and communication skills.
- Proven ability to innovate, problem-solve, and deliver results in competitive markets.