



## THE NULI JUICE COMPANY LIMITED

**Role:** *Director of Retail Operations*

**Industry:** *Food and Beverages*

**Reports to:** *Chief Executive Officer*

**Job type:** *Full time*

**Location:** *Lagos, Nigeria*

### COMPANY DESCRIPTION

The Nuli Juice Company ('Nuli') is a widely recognized innovative farm-to-table food manufacturer and café brand that is quickly changing fast-casual dining trends in Nigeria. We offer fresh, delicious, healthy, and affordable food and beverages from locally sourced produce. We produce Nuli Juice, one of the leading cold-pressed fruit and vegetable juice brands in Nigeria.

In 2019 & 2020, Business Day recognized Nuli as one of the top 100 fastest growing SMEs in Nigeria, and the Company won the award for the BEST HEALTHY RESTAURANT CHAIN by U.K's Luxe Awards in 2020. Nuli now successfully operates 5 casual-dining outlets ('Nuli Lounges') in Lagos and is looking to expand its operations aggressively. We would love energetic, driven, committed, fun individuals who are inspired by our brand to join us on this journey.

The Director of Retail Operations will be responsible for the smooth, profitable operations of all Nuli café outlets, and formulating strategy for sustainable growth.

### DUTIES AND RESPONSIBILITIES

- Responsible for hiring and managing outlet managers
- Provide development training to maximize the skills of the outlet managers
- Conduct regular performance appraisals of outlet managers
- Set performance objectives for outlets in line with Company strategic goals
- Drive the implementation of company policies, procedures, and programs by motivating and supporting the outlets' management team
- Ensure the smooth day-to-day operations of outlets by effective planning, identifying, communicating, and delegating key responsibilities to outlet managers
- Maintain regular contact with customers to obtain feedback on service, food quality and staff friendliness
- Prepare and present weekly, monthly, and annual budget, statements, analyses, and operational reports for the restaurants within a region
- Respond to escalated customer requests and complaints in a respectful manner
- Perform other duties as assigned



## REQUIREMENTS

- A Bachelor's degree preferably in a business field. A relevant postgraduate qualification (e.g., MBA) would be an added advantage
- At least 7 years' experience in a multi-site restaurant, food and beverage or retail outlets
- Good understanding of the fast casual restaurant industry
- Excellent verbal and written communication skills
- Strong analytical and problem-solving skills
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to collaborate with different team members at different employment levels