

Position Title: Retail Coordinator
Department: Business Operations
Location: Ottawa, ON
Reports To: Chief of Operations

Position Overview:

The Retail Coordinator oversees the club's retail operations by delivering exceptional customer service, driving sales performance and upholding the highest standards of visual merchandising. This role is central to creating an engaging retail experience for supporters, ensuring efficient inventory management and maintaining operational excellence across all points of sale.

Key Responsibilities

- **Visual Merchandising**
Serve as the product expert, ensuring high-quality presentation and store layout across all retail environments, both in-stadium and online, to elevate the customer experience.
- **Retail Operations**
Oversee daily retail operations, including online sales platforms, inventory controls, staff scheduling, opening and closing procedures, and matchday/event operations. Maintain organized storage areas, manage product displays and restocking, and handle merchandise movement (up to 50 lbs).
- **Sales Management**
Implement sales strategies, set performance expectations and drive revenue growth to meet and exceed retail targets.
- **Problem Solving**
Address operational issues across instore, online, and mobile points of sale to ensure a seamless customer experience.
- **Supplier Coordination**
Liaise with suppliers throughout design and pre-production stages to secure high-quality garments and merchandise.
- **Team Leadership**
Foster a positive, safe, and respectful work environment through strong leadership, clear communication and consistent expectations.
- **Operational Excellence**
Maintain accurate records of merchandise requests from internal departments and conduct periodic reconciliation of related expenses.

- **Cross-Department Collaboration**
Work closely with other club departments to support the delivery of the club's overall 2026 objectives.
- **Stakeholder Representation**
Represent the club professionally with internal and external partners.
- **Other Duties**
Perform additional responsibilities as assigned to support retail and club operations.

Requirements

- Minimum of 2 years of retail operations experience, demonstrating leadership, operational oversight and sales accountability.
- Strong organizational skills to manage inventory, staffing and day-to-day operational workflows.
- Proven sales management experience with a demonstrated ability to meet or exceed revenue targets.
- Excellent communication skills and the ability to maintain confidentiality in all retail matters.
- Proactive mindset with a strong sense of urgency, particularly in store operations and loss-prevention practices.
- Flexibility to work non-traditional hours including evenings, weekends, holidays, and matchdays in alignment with the 2026 season schedule.
- Experience in sports, entertainment, or hospitality environments is preferred but not required.
- Experience managing staff during peak-demand periods such as matchdays, product launches or other high-traffic events.
- Experience with inventory management systems and e-commerce platforms, supporting both in-stadium and online retail operations.
- Fluency in English is required; French and Spanish are a plus.

Atlético Ottawa believes that diversity and inclusion strengthen our organization and are committed to providing equal employment opportunities to all individuals, regardless of race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability, genetic information, protected veteran status, or any other characteristic protected by law.

Join the defending 2025 CPL Champions team and become part of the Atleti family, where we elevate the game and inspire greatness in Canada's national capital.

This position offers an annual salary range of \$37,000 to \$45,000 CAD, depending on the candidate's level of experience.

Please submit your cover letter and resume to careers@atleticoottawa.club before March 20, 2026 at 5:00 PM EST