



Career Level:  
Last Updated:

## JOB DESCRIPTION

**Job Title:** Operations Lead

**Reports To:** Director of Operations

**Purpose:** This job contributes to JD High Country Outfitters' success by overseeing all back-of-house operations and building and maintaining a total store environment that is focused on delivering an exceptional in-store experience.

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### Core Accountabilities

- Build a highly satisfied and loyal customer base through active sales floor engagement, community involvement and customer metrics capture.
- Oversee all merchandise processing activities, ensuring all received shipments are floor-ready within 24 hours of receipt.
- Oversee all replenishment activities, under the direction of the respective department managers and buyers, to maximize sell-thru by ensuring all available inventory is on the sales floor.
- Support the Sales Managers and Buyers in managing the inventory of the store, including, but not limited to, PO entry and maintenance, style set up and creation, and inventory receiving, ticketing and cycle counts.
- Support the Marketing Manager in managing order fulfillment from the e-comm site, including, but not limited to, order processing, packaging and shipping to ensure all orders are fulfilled within 24 business hours.
- Maintain a productive and safe working environment throughout the sales floor and stock areas.
- Perform additional duties as assigned and necessary for the Operations Lead role.

### Leadership Expectations:

- Operate with the highest level of conduct, integrity, and confidentiality, setting the example for the associate team.
- Serve as a JD High Country Outfitters advocate in the community.

### Education/Experience Required:

- High school diploma or equivalent required. Bachelor's Degree strongly preferred.
- 1-3 years of experience within the outdoor or sporting goods industry; 1 year of supervisor experience preferred.
- Demonstrated ability to effectively prioritize workload in a fast-paced environment with a high rate of change while remaining detail-oriented and highly organized.
- Proven history of being self-motivated with a strong sense of urgency when working independently with an equal ability to work effectively in a team environment under the direction of other.
- Proficient PC skills.



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**Physical Requirements:**

- Ability to sit/stand for long periods of time and climb ladders as needed; ability to reach, twist, and squat; ability to maneuver around sales floor, stockroom and office areas.
- Ability to regularly lift and or move up to 20 pounds and frequently lift and/or move up to 30 pounds.
- Ability to work in open environment with fluctuating temperatures and standard lighting.
- Ability to use a Point of Sale system and handle cash with accuracy.

**Position Type/Expected Hours of Work:**

This is a full-time position. Ability to work a flexible schedule to include evenings, weekends and holidays is required. Regular attendance is an essential function of the job.

**Other Considerations:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the associate for this job. Duties, responsibilities and activities may change at any time with or without notice. Reasonable accommodations may be made to qualified individuals with disabilities to enable them to perform the essential functions of the role.