Positionsprofil / *Job Description*

BIRKENSTOCK®

Stellentitel / *Position title*:	Retail Systems Coordinator

Ziele der Stelle / *Purpose and objectives of the job*:

The Retail POS & Omnichannel Coordinator is a critical role directly supporting Birkenstock Americas' retail expansion strategy. This role plays a key part in enabling new stores to open on schedule, operate seamlessly, and deliver a consistent omnichannel customer experience. Working with the Product Manager Retail, the Coordinator supports new store openings, end-to-end POS configurations and the rollout of retail and omnichannel functionality. This role helps scale Birkenstock's retail technology foundation and ensures reliable execution of company initiatives at the store level..

Tasks and responsibilities:

- Support new store openings by coordinating and executing required POS system setup and configuration
- Ensure all store-specific parameters are correctly configured prior to go-live, track store opening readiness and flag risks
- Assist with post-opening validation and issue resolution in partnership with retail team and POS vendor
- Act as a first-line support partner to store teams and help triage and troubleshoot POS issues
- Track defects, enhancements, and configuration changes in ticketing and project tools
- Support the rollout of new POS features and omnichannel capabilities and assist in regression testing and validation for POS and omnichannel releases
- Contribute to continuous improvement of store opening and rollout workflows through documentation and feedback

Interfaces / Relationships:

- Work closely with the Product Manager Retail
- Coordinate with Retail Operations, Finance, Digital teams , IT and external vendors (e.g. POS vendor)

Competencies:

- Outstanding organizational and problem-solving skills and ability to prioritize
- Critical thinker with great attention to detail
- Follows through on tasks end-to-end with minimal supervision
- Manages multiple tasks in parallel
- Can re-prioritize quickly as timelines shift and stays organized under pressure
- Quickly absorbs new tools, processes, and system behaviors
- Excellent interpersonal and communication skills, both written and verbal

Qualifications:

Education
- Bachelor's Degree in Computer Science, Engineering, Information Systems, or a related field

Professional experience
- 1-3 years of experience in retail operations, digital operations or systems support
- Exposure to retail POS systems or store technology
- Familiarity with omnichannel retail concepts (returns, exchanges, order lookup, ship-from-store, etc.)
- Experience using ticketing, project management, or issue-tracking tools (e.g. Jira)

Personal Skills

- Customer-first mindset
- Highly organized and dependable
- Detail-driven with a quality mindset
- Calm under pressure
- Proactive and accountable
- Clear and concise communicator
- Collaborative and team-oriented

Working conditions:

- Involvement with local and global teams with diverse cultures

Sonstiges / *Others*:

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Wenn dieses Positionsprofil nicht im Zusammenhang mit einer Personalanforderung erstellt wird:

If this job description is not created in relation to a personnel requisition:

Berichtet an/ *Reports to*	Product Manager Retail
Gehalt / *Salary*	$68k-$75k
Abteilung / Department	Digital
Arbeitsort / *Location*	New York, New York/USA (remote)