

Neuhaus – Retail Project Manager

YOUR MISSION

As a Retail Project Manager, you will be responsible for leading and coordinating all activities related to Neuhaus boutique openings, renovations, and retail environment upgrades. Acting as the critical link between architects, general contractors, millwork partners, landlords, and internal teams, this role ensures that every project is delivered on time, within budget, and in full alignment with Neuhaus brand standards. In addition, the Retail Project Manager supports the activation of retail marketing initiatives, including seasonal campaigns, visual merchandising rollouts, and external partnerships, ensuring consistent execution across all stores.

Key Responsibilities:

Boutique Openings & Renovations – Project Management

- Collaborate with senior leadership to assess potential new locations and markets.
- Lead end-to-end planning and execution of all new Neuhaus boutique openings, relocations, and remodels.
- Serve as the main liaison between internal stakeholders and external partners (architects, general contractors, millwork companies, engineers, landlords, inspectors, etc.).
- Oversee project timelines, budgets, milestone schedules, and deliverables.
- Review architectural drawings, millwork plans, fixture packages, and construction schedules.
- Conduct regular site visits to monitor progress, troubleshoot issues, and ensure adherence to Neuhaus design specifications.
- Coordinate procurement and delivery of fixtures, equipment, and store materials.
- Oversee pre-opening punch lists, brand standards check, and final store approvals.
- Support boutique openings through training and operational setup.

Retail Operations

- Lead strategic retail operational projects from planning through execution, ensuring alignment with brand objectives and business goals.
- Execute retail marketing initiatives including seasonal campaigns, new product launches, visual merchandising updates, and brand activations.
- Ensure timely and consistent delivery and installation all marketing materials across the boutique network (point-of-sales merchandising, seasonal pricing, loyalty program activations etc.)
- Monitor and evaluate the performance of local store marketing initiatives, providing actionable feedback to both internal stakeholders and the corporate marketing team.
- Collaborate with Marketing & Boutique Managers to develop and implement new retail experience concepts (Mousse, Hot Chocolate, etc.)
- Coordinate boutique maintenance and improvement projects, including storefront signage updates, health permit updates, HVAC servicing, and major repair work.
- Oversee regional maintenance contracts are in place for each region (pest control, HVAC, and other service

providers) to ensure compliance and operational efficiency.

- Generate and analyze sales reports to support boutique managers in optimizing seasonal inventory planning and order forecasting.
- Coordinate bi-annual Store Manager training sessions in collaboration with the Global Training Manager, managing all logistics including meeting room bookings, training materials, schedules, and on-site support to ensure seamless execution.

Cross-Functional Collaboration

- Partner closely with Regional Manager to deliver Boutique excellence and business objectives.
- Partner closely with Operations Manager to review and validate monthly retail inventory forecast and projections for new product launches, ensuring alignment with sales trends, supply planning, and business objectives.
- Maintain clear communication between all stakeholders throughout each project lifecycle.
- Provide weekly project status updates, reporting on timelines, risks, and budget variances.
- Support strategic growth planning by assisting with site evaluations, cost estimates, and sales projections.

YOUR PROFILE

- Bachelor's degree in project management, retail management, or a related field.
- 5 years of experience in retail project management, preferably in luxury, food, or specialty retail.
- Experience coordinating multiple vendors and contractors simultaneously.
- Excellent organizational, communication, and stakeholder-management skills.
- Ability to juggle multiple projects in a fast-paced environment with tight deadlines.
- Willingness to travel regularly to construction sites and boutiques (up to 20-30%).
- Legally authorized to work in the USA, or eligible for full work visa sponsorship (only for Belgian candidates).

WHY JOIN NEUHAUS?

- Be part of a globally celebrated brand with over 165 years of heritage and innovation.
- Enjoy a leadership role that combines strategic impact with hands-on retail excellence.
- Shape the future of Neuhaus' premium retail network in a key US growth market.
- Access to competitive compensation, comprehensive benefits, and professional development.
- Join a collaborative culture rooted in quality, integrity, and passion for the art of chocolate.

https://www.neuhauschocolates.com/fr_BE/home