

Retail Operations Coordinator

Location: Scottsdale, AZ

Reports To: Market Director

About the Role

Market by Modern Nest is the retail and furnishing division of Modern Nest, a residential development and design studio known for creating thoughtfully curated homes and timeless interiors.

We're looking for a highly organized Retail Operations Coordinator to oversee the operational systems that support our retail store, e commerce business, and warehouse. This role is responsible for maintaining inventory accuracy, coordinating product flow, supporting purchasing, and ensuring the day to day operations of the Market run efficiently.

The ideal candidate is detail oriented, proactive, and enjoys building systems that create consistency behind the scenes. While this role is primarily operational, its impact is felt throughout every customer experience, ensuring our team has the tools, inventory, and processes needed to deliver the level of service and presentation that defines the Modern Nest brand.

Inventory & Warehouse Operations

- Receive, inspect, and process incoming merchandise
- Maintain accurate inventory records across all systems
- Monitor stock levels and coordinate replenishment needs
- Organize and maintain warehouse efficiency and cleanliness
- Conduct routine inventory counts and assist with annual physical inventories

E Commerce & Retail Systems

- Manage product listings, pricing, inventory, and collections within Shopify
- Maintain product data integrity and merchandising accuracy
- Support POS system maintenance and retail technology
- Ensure inventory synchronization between retail and e commerce platforms

Purchasing & Vendor Coordination

- Coordinate purchase orders and vendor communications
- Track incoming orders and delivery timelines
- Assist with product receiving and documentation
- Maintain organized purchasing records

Order Fulfillment & Customer Support

- Coordinate order fulfillment, shipping, exchanges, and returns
- Ensure orders are packaged accurately and shipped on schedule
- Support customer inquiries related to online orders and fulfillment
- Partner with the retail team to deliver an exceptional customer experience

Operations & Process Improvement

- Generate inventory and operational reports
- Identify opportunities to improve workflows and operational efficiency
- Assist with documenting and maintaining standard operating procedures
- Support special projects and operational initiatives as needed

Qualifications

- 2+ years of experience in retail operations, inventory management, warehouse coordination, or a similar operational role
- Experience with Shopify or another e-commerce platform preferred
- Strong organizational and time management skills
- Exceptional attention to detail and accuracy
- Excellent communication and problem-solving abilities
- Comfortable managing multiple priorities in a fast-paced environment
- Proficiency with Google Workspace and/or Microsoft Office
- Ability to lift and move merchandise as needed

Physical Requirements

- Ability to lift and move merchandise weighing up to 50 pounds
- Comfortable standing and walking for extended periods throughout the workday
- Ability to bend, reach, climb ladders, and move throughout the retail store and warehouse
- Ability to safely unpack, organize, and transport furniture, home décor, and inventory
- Comfortable working in both retail and warehouse environments

Why Join Market by Modern Nest?

Market by Modern Nest is more than a retail store. It's an extension of our design philosophy and a place where thoughtfully curated furnishings, vintage pieces, and home goods come together to inspire beautiful living.

As our Retail Operations Coordinator, you'll play an essential role in supporting a growing, design-driven business where operational excellence is just as important as creativity. You'll help build the systems that keep our store, warehouse, and online business running seamlessly while working alongside a collaborative team that values initiative, organization, and continuous improvement.