

RALPH LAUREN



Business Operations Analyst (f/m/d)

- Geneva -

Ralph Lauren Corporation (NYSE:RL) is a global leader in the design, marketing and distribution of premium lifestyle products in four categories: apparel, home, accessories and fragrances. For 50 years, Ralph Lauren's reputation and distinctive image have been consistently developed across an expanding number of products, brands and international markets. The Company's brand names, which include Ralph Lauren Purple Label, Ralph Lauren Collection, Double RL, Polo Ralph Lauren, Polo Ralph Lauren Children's, Ralph Lauren Home, Lauren Ralph Lauren, RLX, American Living, Chaps and Club Monaco, constitute one of the world's most widely recognized families of consumer brands.

Position Overview

The Business Operations Analyst position provides day to day operational support as required with Wholesale Customer Service with a service mindset maintaining a focus on operational excellence and continuous improvement. The Operations Business Analyst will participate in process improvement initiatives that drive operational efficiency and deliver increased value to RL operations.

Essential Duties & Responsibilities

Key Responsibilities:

- Monitors EDI transaction controls to ensure business transactions are processed timely and accurately to meet Service Level Agreement and Key Performance Indicator targets.
- Provides business support for the correction and reprocessing of EDI and iDoc transactions.
- Provides 1st level Customer EDI Support requests with a customer first, service minded approach.
- Develops and maintains a good understanding of Ralph Lauren business processes in assigned areas.
- Provides operational support for Ralph Lauren Business Operations to ensure timely response and resolution for support requests and issues that may impact operations.
- Provides recommendations and implements procedures that are appropriate to ensure the support issues do not reoccur and/or are manageable.
- Provides subject matter expertise and process analysis for operational change improvement initiatives.
- Ensures detailed Standard Operating Procedures (SOP's) are developed and maintained in assigned areas according to standard templates.
- Participates in development solution review sessions to confirm target solution meets business requirements before business acceptance testing.
- Develops test cases, test scripts, and executes business acceptance tests to ensure system modifications or new solutions meet expected requirements
- Defines and develops standard training procedures and documentation for assigned business process areas and leads informal and formal classroom training sessions.

Core Competencies:

- Develops and maintains strong collaborative partnerships across business areas with both internal and external partners to include Sr. Management.
- Demonstrates a positive and professional attitude even in stressful situations, leading by example.
- Effectively collaborates well in a team environment providing support for colleagues.
- Executes efficiently, anticipates obstacles that may impact the business and takes action.
- Demonstrates excellent time management and organizational skills, ability to multi-task and prioritize workload in a fast-paced and demanding environment
- Demonstrates the ability to work in a self-directed mode, based on strong knowledge of business/system processes, analytic/problem solving skills and knowledge of RL business model.
- Consistent, timely, thorough, and professional communication with all business partners and management.

Experience, Skills & Knowledge

- Demonstrated knowledge of Wholesale, Retail, Distribution, Manufacturing, and Finance concepts on a SAP AFS platform.
- Proven analytical and problem solving skills with a strong emphasis on continuous improvement.
- Proven ability to work well within cross-functional team environments.
- Proven facilitation, communication and presentation skills to all levels within an organization.
- Strong organizational skills with demonstrated attention to detail.
- Demonstrated ability to meet deadlines, qualitative goals, and objectives.
- Demonstrated competency in Microsoft Office.
- Good understanding of Wholesale, Retail, Distribution, Manufacturing and Customer Relations business concepts.

You are interested in becoming part of one of the most successful fashion brands in the world and you wish to continue your career in an international environment with a variety of tasks? We value the individual talent that comprises our company and are committed to offer many exciting career opportunities for each employee's development. We believe wholeheartedly that people hold the key to achieving our business objectives and our overall success. If you want to become part of this unique success story and you are interested in joining this dynamic team of professionals please provide your application together with your potential start date and salary expectations.

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