



Director of Digital Operations & Business Development(SYS-18604)

Published Role Title	Director of Digital Operations & Business Development
Location	Waltham, MA
Salary & Benefits	TBD
Job Advert Description	
<p>The Director of Digital Operations & Business Development will be responsible for the smooth operations of the broader Americas digital DTC ecosystem. Also, working directly with the VP of digital commerce and closely with the broader digital commerce team, the role will be heavily involved with the ongoing expansions into new digital commerce channels and sub-territories.</p>	
<p>The DODB coordinates the digital operations team in the day-to-day operations. Also, the Director will partner with our Global IT team driving the ongoing evolution of our digital capabilities, creating smooth digital experiences and deepening customer engagement supporting our digital vision and financial targets.</p>	
<p>The role will play a key role in evaluating new growth opportunities and driving the development of core digital functionalities necessary for pursuing those, overseeing the development of IT infrastructure, and defining technologies requirements and operational mechanics.</p>	
What You'll Do:	
<ul style="list-style-type: none">As a member of the Digital Leadership Team, help define a multiyear roadmap of new and/or evolved digital features and functions that will serve to grow the channel and strengthen the omnichannel customer experience.	
<ul style="list-style-type: none">Collaborate with stakeholders within digital and other key functional areas of the Clarks Americas business eCommerce and functions at the regional and WW levels	
<ul style="list-style-type: none">Develop process and procedures whereby both bugs/defects and small site enhancements are requested, prioritized within global team, and reported out to the team on progress, ensuring the highest priority items are addressed.	
<ul style="list-style-type: none">Partner with Global IT and project management as the key digital business	

stakeholder on execution of initiatives, including:

- Work with functional leads - marketing, merchandising, operations, finance, legal, IT, etc. – to drive deliverables and meet milestones
- Works with team to mitigate and / or escalate challenges early to ensure milestones and deliverables are being met across all phases: Business Case/Concept Development, Feasibility, Design, Build, Launch, Post-Implementation Review
- Resolve cross-functional issues/discrepancies. Make prioritization decisions.
- Report project progress to Stakeholder group. Identify risks and escalate when necessary.
- Monitor industry developments in the footwear / apparel space, including both best practices and new / potentially “disruptive” technologies and business models.
- Develop deep understanding of client behaviors and how the site is best built to meet and exceed customer expectations.

Who You Are:

- Bachelor’s degree in related field. Have an MBA? It’s a plus!
- 5-10+ years’ experience across one or more of the following types of roles: Website Operations, Digital Project Management, Ecommerce Consultant, or Director of Ecommerce business. Experience in footwear industry preferred
- Be a strategic thinker with excellent problem-solving skills and the ability to understand and make sense of a variety of different data types and input
- Ability to manage multiple tasks simultaneously and excels at time management
- Maintain a start-up mentality to move the business forward; this means being resourceful, collaborative and a creative solution-seeker
- Positive attitude and can-do spirit; likes challenges
- Work across a diverse group of stakeholders in a range of different departments and roles to drive towards a shared solution / outcome
- Proven leadership and influencing skills
- The ability to define functional requirements, reflecting a deep understanding of how an eCommerce business operates
- Excellent communication skills: ability to clearly articulate to a wide audience the operational dynamics of the business, develop a case for new tools and initiatives, document clear business requirements and project status
- Proficient in Excel, MS Project, Word and PowerPoint;
- Detail and quality assurance oriented
- Excels in team oriented environments; works best in a team
- Analytical, results-oriented, and impact minded