

Vacancy at Super Ninja

Retail Operations Manager



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Requirements

- Over 5 years of experience
- In operations or supply chain
- Experience working with German retailers
- Strong in managing processes
- Strategic and hands-on
- Data-driven
- Fluent in English and German

 Gouda

Fruit flies, wasps, or ants are unwelcome guests in any home. But heavy chemical pest control isn't the answer either. Super Ninja develops pest control solutions that don't harm the ecosystem. The Retail Operations Manager takes ownership of the retail domain, ensuring all customers are served fast, correctly, and efficiently.

About Super Ninja

Super Ninja's mission is to make green, non-toxic pest control the global standard. Its products blend natural ingredients with smart design to create practical solutions that are safe for people, pets, and the planet. Since its founding in 2014, the company has developed into a fast-scaling international business. Today, the brand is active in the Netherlands, Germany, the United Kingdom, Australia, and the United States, both online and in retail. In the Netherlands, products are sold at retailers such as Albert Heijn, Kruidvat and Jumbo, while in the UK they can be found in garden centers and national retailers like Tesco. Online marketplaces play a major role in the company's success, with strong performance on Amazon, TikTok, and bol. This expansion is supported by a flexible supply chain, with production partners in Europe and distribution centers in the Netherlands (Ede), the UK, the US, and Australia. A new warehouse in Germany will soon help serve one of the company's most important growth markets even more effectively.

The team consists of ten employees, working from the office in Gouda. Despite strong revenue growth, Super Ninja deliberately chooses to remain a compact and agile organization. Each team member has clear ownership over their domain and is trusted to make decisions independently. Transparency and collaboration are core values: everyone has access to the P&L and is invited to contribute to strategic discussions.





Retail Operations Manager

Rapid growth in retail has created the opportunity for a hands-on and strategic professional to take full ownership of Super Ninja's retail operations. The company is expanding quickly, particularly in Germany and the UK, and the current Operations Manager can no longer cover both marketplaces and retail alone. The new Retail Operations Manager will oversee all retail activities, ensuring smooth, efficient operations while driving growth. The role focuses on onboarding new clients, maintaining strong relationships with key German and UK retailers, and safeguarding reliable and high-quality retail operations in the Netherlands.

Maintaining strong retailer relationships and expanding into new markets requires seamless operations behind the scenes. The Retail Operations Manager manages stock across warehouses in Europe, the US, and Australia, coordinates logistics with retail partners, and ensures orders are fulfilled accurately. A new warehouse in Germany will soon open, and the role takes full ownership to ensure operations run flawlessly from day one, meeting the high expectations of German retailers. In close collaboration with Sales and Marketplace Operations, the Retail Operations Manager strengthens relationships with key partners and supports expanding the retail footprint across existing and new markets. This involves defining the right stock levels, overseeing the setup of the new warehouse, and guiding operational processes so that they run smoothly within existing systems.

Overseeing end-to-end retail operations

On a daily basis, the Retail Operations Manager ensures that all incoming retail orders are processed within one working day. Tasks range from instructing warehouses to assemble regular packaging and displays, organizing shipments, handling international transport and customs documentation, to preparing and sending post-delivery invoices. Each order is actively monitored, with adjustments made to

ensure accuracy and timeliness. The role also monitors product data management in Exact Online and GS1, guaranteeing complete accuracy, keeping article numbers and barcodes current, and verifying that data flows reliably between systems such as Markant, Atrify, and EDI.

Beyond operational execution, the Retail Operations Manager drives process improvement and efficiency. By identifying bottlenecks and implementing tangible improvements, this driven professional streamlines operations, speeds up turnaround times, and in doing so, strengthens Super Ninja's ability to scale.

“After a year, success will be visible in a retail operation that runs independently and predictably, with Germany fully stabilized in terms of order flow, inventory, and client relationships. You will have demonstrated clear ownership and already implemented the first round of efficiency and cost-saving improvements.”

▪ **Joost van Vollenhoven, CEO**

An ambitious professional who thrives in an environment where entrepreneurship and ownership are central will find an ideal fit at Super Ninja. The team works closely together to take responsibility for growing a brand that has a positive impact on people and the planet. There is no slow corporate governance here: the role reports directly to the CEO, and decisions are made quickly and implemented even faster. Strong process and data management skills are essential, along with fluency in German and English.





Interested?

Super Ninja is working with Top of Minds to fill this vacancy.
To express your interest, please contact Emma de Wit at
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