



## POSITION OUTLINE

OVERVIEW	
<b>TITLE</b>	Store Manager
<b>DEPARTMENT</b>	The Stock Pile Market
<b>LOCATION</b>	1436 Highway 101, Lund, BC V0N 2G0
<b>REPORTS TO</b>	Lund Resort at KLAH AH MEN - Operations Manager

## MANDATE

**The Store Manager provides leadership in the planning and directing of the day-to-day operations of the Stock Pile Market. The manager will be responsible to develop strategies to improve customer service, drive store sales, increase profitability, create/maintain store policies and marketing programs that will increase sales and grow the existing customer base. The Store manager will maintain high store standards and conditions and promote a healthy and safe environment.**

## SPECIFIC POSITION ACCOUNTABILITIES

### Leadership and Team

- Complete store operational requirements by scheduling and assigning employees; following up on work results
- Maintain store staff by recruiting & interviewing, selecting, orienting, and training employees
- Maintain store staff job results by coaching, mentoring and disciplining employees; planning, monitoring and appraising job results
- Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
- Conducting performance reviews for staff, as well as providing or organizing training and development
- Maintain operations by initiating, coordinating and enforcing program, operational and employee policies and procedures
- Contribute to team effort by accomplishing related results as needed
- Update manager and colleagues on business performance, new initiatives and other pertinent issues

### Planning, Finance and Marketing

- Prepare annual budget; schedule expenditures; analyze variances; initiate corrective actions
- Ensure availability of merchandise and services by approving contracts; maintaining inventories
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends
- Market merchandise by studying advertising, sales promotion and display plans; analyzing operating and financial statements for profitability ratios
- Determine marketing strategy changes by reviewing operating and financial statements and departmental sales records
- Organize special promotions, displays and events
- Work with vendors and manufacturers to bring in effective marketing displays for the sales floor and store windows

- Maintain awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing
- Initiate changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market
- Manage all controllable costs to keep operations profitable
- Manage stock levels and make key decisions about stock control
- Analyze sales figures and forecast future sales
- Analyze and interpret trends to facilitate planning
- Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers
- Develop a schedule of holiday activities and promotions throughout the year strategically designed to bring in more revenue

### **Customer Service and Relationships**

- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements
- Respond to customer complaints and comments
- Tour the sales floor regularly, talking to employees and customers to identify or resolve urgent issues
- Promote the Stock Pile Market locally by liaising with local businesses/organizations, newspapers and the community in general

### **Health and Safety**

- Secure merchandise by implementing security systems and measures
- Protect employees and customers by providing a safe and clean store environment
- Maintain the stability and reputation of the store by complying with legal requirements
- Ensure standards for quality, customer service and health and safety are met

## **GENERAL ACCOUNTABILITIES AS A MEMBER OF LUND RESORT STAFF**

As an employee, you are accountable for:

- Working effectively and with full commitment to the tasks assigned
- Communicating your progress, challenges and successes regularly
- Giving your managers your best advice
- Ensuring business practices strictly operate within Government Laws & Regulations & Lund Hotel Policies
- Taking personal ownership of your professional, personal growth and development

As a manager of others, you are accountable for:

- Assigning the right work at the right time to accountable employees to meet department goals
- Managing your direct reports' work outputs and their behaviours, through training, coaching and mentoring
- Leading staff in your department to support and contribute to department goals
- Ensuring a culture of transparency, delivering consistently our best, continuous improvement and innovation
- Providing an open, safe and respectful work environment for your department

## **EDUCATION & TRAINING**

- High School Diploma or equivalent qualification and experience combined
- Bachelor's degree in Business Administration or relevant field preferred
- A minimum of 5 years' experience working in a retail environment, ideally in a managerial role
- A degree of satisfactory cultural competency and knowledge of Indigenous communities

## KNOWLEDGE & EXPERIENCE

- Demonstrated experience in leadership and customer management
- Proficiency with Point of Sales (POS) Systems
- Retail management experience with proficiency in sales and marketing initiatives
- Proficient with Microsoft Excel, Office Word, and Outlook
- Leading teams (Coaching/Mentoring/Training staff)
- Successful experience in workplace staffing and scheduling
- Solid accounting experience, including familiarity with monthly sales analysis and P&L statements
- **perceptive business sense and well-developed market awareness**

## COMPETENCIES

- Demonstrated ability to think strategically and be effective in both written and verbal communication
- Awareness – Perceptive business sense and well-developed retail market awareness
- Relationship Management – Promotes positive relationships between the managers, staff members and suppliers.
- Leadership –Influencing, motivating, and inspiring others through direct and indirect means to accomplish objectives. Empowering staff to take a proactive role in the success of the store,
- Decision making - Uses sound judgment to make good decisions based on information gathered and analyzed. Considers all pertinent facts and alternatives before deciding on the most appropriate action. Commits to decision.
- Problem solving - Analyzes problem by gathering and organizing all relevant information. Identifies cause and effect relationships. Comes up with appropriate solutions with minimal supervision.
- Teamwork/collaboration – Strong interpersonal skills. Interacts with people effectively. Able and willing to share and receive information. Collaborates within the group and across groups.
- Adaptability - Adapts to changing work environments, work priorities and organizational needs. Able to effectively deal with change and diverse people.
- Planning/Organizing – Proactively plans and organizes tasks and work responsibilities to achieve objectives. Sets priorities and schedules activities. Allocates and uses resources properly.
- Work standards - Sets and maintains high professional and performance standards. Pays close attention to detail, accuracy, quality and ensures follow through.
- Motivation - Displays energy and enthusiasm in approaching the job. Commits to putting in additional effort. Maintains high level of productivity. Self-directed.
- Initiative - Takes action to influence events. Generates ideas for improvement, takes advantage of opportunities, suggests innovations, does more than required.
- Integrity - Shares complete and accurate information. Maintains confidentiality of highly sensitive information. Adheres to organizational policies and procedures. Meets own commitments.
- Reliability - Takes personal responsibility for job performance. Completes work in a timely and consistent manner. Sticks to commitments and reports back on status of assigned tasks.
- Communication - Strong written and oral communication skills. Expresses ideas succinctly and effectively. Organizes and delivers information appropriately. Listens actively.