

JOB POSTING DETAILS

Employer	G.A. Demers Ltd. (Agawa Crafts) (Agawa Indian Crafts)	Job Type	RI
Job Title	Store Manager	Duration	Full Time
Job ID	11140	Location	Batchewana
Date Posted	July 26, 2021	Closing Date	October 6, 2021

Job Overview - Description & Duties

ACCOUNTABILITY: Executive Director (ED)/CEO/COO (Position TBD)

CLASSIFICATION: Full-time

SALARY: \$22/hour

The position will be based out of the Agawa Crafts and Canadian Carver business, all located together at 12502 Hwy 17 N, Pancake Bay, Ontario, POS IAO.

JOB PURPOSE

The Store Manager is responsible for coordinating all operations of the retail store in support of short and long-term goals of the company. This includes achieving desired revenue objectives, as well as providing the highest level of customer service. Strong managerial and training skills, and a proven ability to motivate a team of salespeople are critical elements for success in this role. The Store Manager is crucial in upholding the company's image and mission statement.

CORE COMPETENCIES

Customer Focus, Communication, Energy and Stress, Teamwork, Quality Orientation, Time Management, Adaptability/Flexibility, Creative and innovative Thinking, Decision Making and Judgement, Planning and Organizing, Problem Solving, Result Focus, Accountability and Dependability, Ethics and Integrity, Mediating and Negotiating, Providing Consultation, Leadership, Coaching and Mentoring, Staff Management, Enforcing Laws, Rules, Regulations, Mathematical Reasoning, Development and Continual Learning, Keep current with ongoing changes and new technology and adapt accordingly, Work in retail stores when needed, Other duties as required.

JOB DUTIES

- Embody and evangelize the company's retail philosophy, emphasizing the importance of a positive customer experience.
- Promote and enforce high quality of service by all store employees through leadership by example.
- Ensure that all goods and products are adequately stocked through rigorous inventory management.
- Collaborate with the ED/CEO/COO to establish revenue, expense, and profit goals for the outlet. Ensure the achievement of these goals by effective planning of staff, inventory, and store maintenance.
- Assist marketing department in developing advertising and/or promotional plans to maximize retail sales.
- Implement sales promotions, clearances, discount plans, displays, and other customer attractions as directed by the head office.
- Develop and monitor an annual or quarterly capital expense budget to ensure efficient store operations.
- Create or monitor the company's loss prevention program to minimize instances of theft or loss of inventory.
- Develop and maintain knowledge of proper apprehension and prosecution procedures, as defined by local laws.
- Hire a competent and capable Assistant Store Manager to aid in the management of store operations.
- Advertise, recruit, train, and manage a team of sales employees; conduct performance reviews and terminations as necessary.
- Formulate and administer work schedules to ensure that the appropriate staffing levels are continually met.
- Write and deliver revenue, budget, and progress reports to the ED/CEO/COO.
- Provide feedback to suppliers, buyers, and warehouses regarding customer opinions, buying trends, and other pertinent information.

- Oversight of shift closeout reports and coordination with Bookkeeper. Other duties as assigned.

Relationship and Team Building:

- Work collaboratively and cooperatively at all levels of the company and the First Nation in order to assist in collaborative efforts as it pertains to retail and property management.
- To ensure the effective management of all retail staff to ensure adequate retail staffing levels throughout the business.
- Demonstrate behaviors, actions and attitudes that are consistent with Corporations vision, mission and values
- Ensure new retail staff is properly orientated with all administrative, retail and financial policies.
- Ensure appropriate communication and consultation with ED/CEO/COO at appropriate times Ensure effective and professional communications with all internal and external service providers
- Share information according to privacy and/or confidentiality guidelines
- Work respectfully, positively, professionally and collaboratively with all team members Monthly scheduled team meetings, minutes, and any emergency meetings when any housekeeping items arise and submit copies to ED/CEO/COO

Required Skills

Minimum Education

- Minimum of high school or GED equivalent, with university degree or college diploma preferred.

Minimum Experience

- Five (5) years' experience in retail.
- Experience in retail management is preferred

Knowledge Requirements

- Knowledge of Serpent River First Nation Economic Development and business and procedures and retail knowledge
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnabek culture
- Knowledge of the Batchewana First Nation area
- Knowledge of Agawa Crafts and the Canadian Carver history

Skills & Abilities

- Self-Driven
- Proven ability to inspire and motivate a team to reach its sales goals.
- Demonstrated knowledge of inventory control techniques and procedures.
- Strong knowledge of budget, accounting, and fiscal management.
- Solid understanding of retail concepts such as gross margin, markdowns, and so on.
- Extremely personable and adept at dealing with the public, with exceptional customer service orientation.
- Excellent communication and negotiation skills.
- Able to consistently represent the company in a professional manner.
- Thorough knowledge of Microsoft Office, POS software systems and data entry.
- Able to quickly calculate discounts, interest, commissions, proportions, percentages, and volume.
- Sound judgment and strong decision-making skills.
- Good knowledge of effective merchandise presentation and displays.
- Flexible in adapting to changing business needs and sales strategies.
- Considerable knowledge of laws, ordinances, and regulations pertaining to retail practices.
- Sound analytical thinking, planning, prioritization, and execution skills.
- Ability to respond appropriately in pressure situations with a calm and steady demeanor.

Other Requirements

- Possess a valid "G" driver's license and access to vehicle with ability to travel o Must be able to provide a C.P.I.C. clear of any offences relating to fraud and theft WORK SITE LOCATION

Other Requirements

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Store Manager will typically be in an office setting. The Manager is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Manager may be required to travel to meetings within the community, outside of the community, to other retail outlets for product ordering or buying. The Manager may, on occasion, need to travel to and from financial institutions.

The administration of an office setting and can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually low to moderate but may be loud on occasion. The nature of the position may expose the Manager to high levels of tension and stress when dealing with staffing and human resource issues and other issues related to retail service and management.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, Lightspeed POS System, telephone, fax machine and cell phones, among other equipment.

SUPERVISORY RESPONSIBILITY

The position is required to supervise all Agawa Crafts and Canadian Carver staff.

KEY RELATIONSHIPS

Internal

The position requires interaction with the ED/CEO/COO, Agawa Crafts Bookkeeper, SRFN EDC Finance Administrator, Retail staff, SRFNEDC Executive and Administrative Assistants, Maintenance and all other SRFNEDC staff as required.

External

The Store Manager will interact with guests and patrons, property tenants, financial and business proponents and other businesses related to the day-to-day activities of the Agawa Crafts and Canadian Carver, and product ordering.

How to Apply

Please submit resume to Employment Solutions via email employmentsolutionsjobs@saultcollege.ca, and quote job #11140.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. The Serpent River First Nation Economic Development Corporation and/or the Agawa Crafts and Canadian Carver Corporation reserves the right to modify job duties or the job description at any time.