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## ***Store Manager***

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**Job Overview:** The Store Manager will oversee all of the daily operations of the store. They will manage all store team members including hiring, performance evaluations, scheduling, and assigning duties and responsibilities. The Store Manager will be responsible for maintaining the overall culture of the store and to ensure the team members represent and embrace the organizational culture and goals. They will oversee the operational and organizational standards of the store as well as implement the marketing, advertising and financial strategy as directed by the company. The Store Manager will regularly review the daily, weekly, and monthly financial data of the store to ensure the store is meeting financial goals. The Store Manager will resolve customer issues by determining the best solution while providing supreme customer service.

### **Responsibilities**

#### **Store Operations**

- Ensure an environment that provides legendary customer service.
- Monitor the store's sales performance on a daily basis utilizing available reports and use these to set goals for all team members.
- Maintain store safety standards, perform daily store walk (inspection) to ensure the store is ready for business per the store standards and policies that are in place.
- Review monthly store P&L reports to ensure targets are met and communicate and update Key Performance Indicator (KPI's) board daily.
- Manage sales promotions and activities; team member training; and ensure team members practice company selling standards.
- Manages e-Commerce business in the store.
- Execute direction for product displays by balancing company directive, on hand inventory, available space, and localization in an effort to drive sales.
- Build business and community relationships to drive sales at the local level.
- Advocates Peavey Mart/TSC Stores in the community, seeking opportunities to give back.
- Approachable, caring and compassionate is imperative.
- Included in this list, are any additional tasks as assigned by District Manager.

#### **Hiring, Scheduling, Training, and Mentorship**

- Manage the recruitment and hiring of qualified applicants to meet the store's needs.
- Follow and execute payroll responsibilities by submitting proper paperwork, authorizing employee hours and meet deadlines.
- Create and approve schedules for the store, ensuring schedules are in line with labour budget directive and needs of the business.
- Responsible for all new team member orientations and training efforts.
- Ensuring team members are properly trained and held accountable for the standard of service.
- Actively coach, delegate and counsel when necessary, and performance manage team members.

- Hold weekly team meetings to provide updates.
- Understand and comply with all Employment Standards Rules, the Human Rights Act and health and safety policies and procedures.
- Maintain a healthy work environment for team members, working with the People and Culture team at Home Office to effectively deal with any employee relations concerns that may arise.

#### **Loss Prevention**

- Lead the loss prevention efforts and store inventory process in store.
- Accountable for all areas of possible loss due to theft, shoplifting, sweethearting, fraud, and/or carelessness. This includes training team members as part of orientation.
- Safeguard company inventory as directed by the company by properly securing the facility.
- Protect company assets and ensure security of the premises by following the loss prevention programs, utilizing all tools/equipment provided, respond to alarm calls, perform audits and maintain the loss prevention board.

#### **Qualifications**

- 3+ years retail management experience.
- High School diploma or equivalent.
- Proficiency in office technology (email, spreadsheets, word processing).
- Microsoft office 365 skills would be an asset.