

<b>POSITION TITLE:</b>	Assistant Manager	<b>POSITION NUMBER(S):</b>	
<b>DEPARTMENT:</b>	N/A	<b>GRADE:</b>	5
<b>SUPERVISOR'S TITLE:</b>	General Manager	<b>POSITION NUMBER:</b>	

**JOB OVERVIEW**

The Assistant Manager plays a critical role in the efficient operation of the store, its performance, and compliance. As a primary contact and team leader, they model exemplary conduct and actively contribute to an environment of employee and customer engagement. Working closely with the General Manager, they uphold the Store's vision and ensure all objectives and goals are met or exceeded. They perform various duties personally or through supervision of employees and work collaboratively with the management team.

Responsibilities include and are not limited to the following:

- Support General Manager to plan, direct and evaluate the operations and financial performance of the Store
- Support General Manager to develop marketing strategies and determine merchandise and services to be sold. Execute and support management team to put in place these strategies and initiatives (e.g., seasonal displays, promotions, and décor)
- Support General Manager to manage contracts, plan budgets, and implement policy
- Resolve customer complaints and support General Manager to address human resource matters
- Support General Manager to interview, hire and oversee training for staff
- Manage and order inventory, product line, and freshness of products according to company and customer requirements. Ensure food storage conditions are adequate

**QUALIFICATIONS (SELECTION CRITERIA)**
Required Qualifications:

- High School Diploma, General Education Development, or equivalent
- 2+ years grocery/retail management and 1+ years supervision and management experience
- Current BC drivers' license and access to a reliable vehicle
- See "nature and scope"

Preferred Qualifications:

- Related College/Technical
- Well-developed planning, organizing, controlling, and administration skills.
- Highly effective written, oral, and interpersonal communication skills.
- Strong computer literacy and proficient with productivity and inventory control software.
- Demonstrated teamwork, supervision, and customer service skills.
- Ability to handle multiple demands, work under pressure, and make decisions.
- Ability to interact effectively with a variety of cultural groups.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**KEY RESPONSIBILITIES AND DUTIES**
Financial Accountability

- Assist in the preparation of annual budgets and to communicate and monitor budget expectations with appropriate staff. Understand and utilize financial tools to support the store.
- Support the General Manager and Department Managers to forecast, schedule, and monitor all labour and other controllable expenditures within the budget. Scrutinize the operating statements related to departments to ensure efficient operations and to initiate immediate remedial action where necessary.

- Ensure cash controls and procedures are set, followed, and verify daily cash balances. Oversee daily sales and as required reconcile bank statements in cooperation with administrative staff.

#### Inventory and Price Control

- Implement and maintain effective inventory control methods in all departments. Determine when to make order adjustments because of low stock level or excessive inventory. Make sound business decisions for buying large quantities with volume-based discounts. Adjust prices according to demand and supplier pricing.
- Determine that all products are properly displayed, and items meet required quality standards.
- Provide guidance and assistance for ordering, deliveries, backroom storage, etc.

#### Safety, Security, Maintenance, and Sanitization:

- Ensure that all health, safety, and security regulations are adhered to and required standards are met. Identify and correct any unsafe or unsanitary conditions; and instruct employees to properly use store equipment. Monitor compliance with standard operating procedures and safe work practices.
- Ensure regular inspection of equipment and that all routine equipment maintenance is performed. Order or delegate repairs on malfunctioning equipment.

#### Human Resources:

- Communicate with General Manager and Department Managers on Human Resource related matters.
- Support General Manager and Department Managers to interview and hire potential new employees. Participate in new employee orientation process and implement related procedures.
- Oversee, assist, and supervise assigned employees. Provide specific feedback to employees on job performance including training needs and overall potential. Perform employee evaluations where appropriate. Utilize disciplinary procedures where needed.
- Investigate and handle staff complaints in conjunction with Store Policy and Procedures and Employment Standards.
- Provide a model of supportive leadership promoting the concepts of teambuilding and empowerment.

#### Customer Service:

- Evaluate and identify customer service needs and develop necessary training to ensure the Store provides outstanding customer service.
- Review department schedules to ensure proper staff coverage to provide excellence in customer service levels.
- Model exemplary conduct and monitor employees on delivering excellent service attributes.
- Ensure all customer complaints are addressed and handled professionally.

#### Merchandising and Marketing:

- Develop and maintain a store that is well merchandised and meets budgetary goals and customer service objectives.
- Develop and oversee a marketing campaign to maximize local involvement, expand markets, and to increase sales. This will include implementing merchandising promotions and coordinating special / seasonal displays.
- Ensure all electronic sales and web marketing activities are current and accurate. Monitor display accuracy and appearance to implement promotions.

#### General:

- Support the General Manager to achieve business goals, performance objectives, and guidelines that are based on Store and corporate policies.
- Collaboratively establish, maintain, and continuously review best practices based on store procedures and policies.
- Demonstrate, adhere to, and implement Store policy and procedures.
- Participate positively and productively as a member of the Store's staff team. Attend all scheduled staff meetings and perform other duties as assigned.
- Represent the Store positively and professionally in the community.

**FINANCIAL RESPONSIBILITY**

Yes

**SUPERVISION OR TRAINING DUTIES**

Yes

**NATURE AND SCOPE (WORKING CONDITIONS)**

The nature and scope of positions may include some or all the following:

- Ability to lift 10 pounds and, at times, up to 30 pounds.
- In an 8-hour workday: standing/walking 6-8 hours.
- Ability to work a flexible schedule and overtime as required including nights, weekends, and holidays.
- Hand use: single grasping, fine manipulation, pushing and pulling.
- Work requires the following motions: bending, twisting, squatting, and reaching.
- Exposure to Health Canada approved cleaning chemicals.
- Exposure to temperatures: <0 degrees Celsius (freezing), 0 to 4 degrees Celsius (refrigerators), >32 degrees Celsius.
- Ability to work in a wet and cold environment.
- Ability to use tools and equipment.

Prior to starting employment, a Criminal Record Check will be required. Should the results of such inquiries indicate there is a criminal record, which is relevant to the position applied for, a review must take place with respect to the applicant's suitability for appointment. The position will require the ability to successfully maintain valid certification in assigned training such as and not limited to OFA Level 1, Food Safe Level 2, and WHMIS.

**AUTHORIZATION**

I confirm that:

1. the accountabilities/deliverables were assigned to this position effective:
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:

SIGNATURE:

DATE: