

Job Description
Position: Store Manager
Reports to: General Manager

Overview

The Store Manager is responsible for overseeing the retail storefront, with responsibility for the performance of all sales, operations, staffing, and compliance with company standards and procedures. The Store Manager oversees and optimizes store management in order to drive the key corporate goals of sales enhancement, organizational growth, brand enhancement, and structural improvement. In addition, the Store Manager works closely with head office to develop and implement operational strategy.

Key Responsibilities

- Develop and implement strategies to achieve key corporate goals of sales enhancement, organizational growth, brand enhancement, and structural improvement.
- Monitor and support each District to meet and exceed expected sales goals. Use metrics and data to strategically drive sales growth.
- Communicate with General Manager on a daily basis to ensure achievement of sales and operational goals. Ensure District Managers have the resources (time, staff, financial) to achieve expected results.
- Report to senior Operations Management on a daily basis.
- Report monthly GM, to ensure operating strategies are aligned with top management vision.
- Maintain contact with Assistant Managers to ensure store efficiency: sales, staffing, patients, inventory, etc. and ensure weekly Managers meeting is hosted to discuss best practices.
- Ensure accuracy of month-end inventory count, create report on deficiencies and review with Supervisors and staff to prevent future issues.
- Collaborate with Human Resources on best practices and approach to solving problems for hiring, promotions, disciplinary actions for Store Supervisors and Staff, and assist with internal investigations.
- Improve staff communication by utilizing Trello effectively; organize and set tasks for Store Employees. Ensure all tasks are completed in a timely manner.
- Help set vision / goals and develop processes to achieve the goals.
- Work closely with Store employees to monitor data such as employee gross average, returning patients, new customers, sales, product shelf and statistics; use KPIs/metrics to create and implement strategies to increase sales.
- Motivate and incentivize staff to give maximum performance and provide improvement ideas.
- Utilize analytics (i.e. returning patients, sales stats by product) to develop sales strategies.
- Report on city inquiries and bylaws, etc., and report findings to Head office.

Qualifications

- Demonstrated senior management and leadership skills in a high growth retail environment.
- Experience in maximizing retail sales performance.
- Experience handling all aspects of a complex multi-location retail operation; including sales, store operations, staffing, compliance, inventory control management, and security.
- Experience and excellence in developing and executing operational strategies.
- Exceptional leadership skills.
- Strong communication, conflict management and interpersonal skills.
- Ability to exercise sound judgment and make decisions in a manner consistent with confident leadership.
- Balanced and intuitive decision making practical and proactive thinking.

- Bachelor's Degree, preferably in Business Administration, Sales and Marketing, or related field.