

## **Job Description**

### **Position: Store Assistant Manager**

Reports to: Store Manager

#### **Overview**

The Store Assistant Manager plays a very important role in driving sales and customer satisfaction and assists the management team in managing the store using team motivation, inspirational leadership and developing teams who can deliver exemplary service and professionalism. In addition, the Assistant Manager works closely with the store Manager to develop and implement operational strategy.

#### **Key Responsibilities**

- Communicate with Managers on a daily basis to ensure achievement of sales and operational goals.
- Ensure accuracy of month-end inventory count, create report on deficiencies and review with Supervisors and staff to prevent future issues.
- 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.
- Performs opening and closing procedures and any inventory duties as directed;
- Assists store management in conducting new associate trainings;
- Ensures adherence to all company policies, procedures and guidelines as well as provincial regulations;
- Ensures proper compliance with cash control procedures;
- Identifies product/supply demand and report to the Store Manager;
- Protects employees and customers by providing a safe and clean store environment;
- Delivery exceptional customer service experience – focus on customer comfort and happiness;
- Stays current on new information and processes around product and methods of use;
- Maintaining regular and punctual attendance
- Be open to new technology, industry and corporate changes; learn and adapt as needed;
- Demonstrates patience, courtesy, and ability to remain calm at all times

#### **Qualifications**

- Demonstrated management and leadership skills in a high growth retail environment.
- Experience in maximizing retail sales performance.
- Experience handling all aspects of a retail operation; including sales, store operations, staffing, compliance, inventory control management, and security.
- 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.
- Proficiency with the following: cash handling, using POS system, opening/closing procedures of a retail business, ordering product and inventory; Computer skills including Microsoft word and Excel;