

RED LAKE HOME HARDWARE

ASSISTANT STORE MANAGER

FULL-TIME

STORE HOURS: 7:00AM to 5:30PM Monday-Friday

8:00 to 5:00 PM Saturday

JOB DESCRIPTION:

The Assistant Manager is generally responsible for assisting with the day-to-day operations of the store as assigned by Store Manager. These duties commonly include supervision of personnel, serving as manager in the manager's absence, helping to meet sales and financial objectives, advertising and promotional planning, working on special projects, supervising inventory, merchandising, pricing, and facilitating communications between management and employees. The Assistant Manager performs all assigned tasks with sufficient speed and accuracy to support store efficiency and a high level of customer service.

DUTIES / RESPONSIBILITIES:

- Provide guidance and supervision for staff members as directed by the Store Manager.
- Assist the Store Manager with staff meetings and training.
- Serve as manager in the manager's absence.
- Hire or suggest the hiring of new full or part-time sales personnel within assigned departments.
- Advise the Store Manager well in advance of the need for increased or reduced sales personnel.
- Establish work schedules for full and part-time sales personnel.
- Ensure that store fixtures, the POS system, and other equipment are in proper condition to meet the store's operational needs.
- Make suggestions to the Store Manager when equipment should be replaced.
- Identify current or foreseen operating situations and inform the Store Manager in a timely manner to facilitate a solution.
- Suggest rule or policy changes to the Store Manager when such changes would improve efficiency, morale, operations, profits, sales, etc.
- Be a positive role model by following company procedures.
- Attend trade shows and Homecoming as directed by the Store Manager.
- Ensure that the sales floor and sales staff are ready and knowledgeable for all promotions.
- Understand and use merchandising techniques that produce the highest possible level of sales.
- Ensure that Merchandiser has endcaps and the feature displays are properly merchandised, maintained, and changed on a timely basis.
- Facilitate and maintain communication between employees, the Store Manager and other management.
- Be responsive to employees who have questions and/or comments about their job responsibilities.
- Encourage employees to share their ideas and suggestions.
- Resolve employee complaints and problems.
- Take appropriate disciplinary action when employees violate company rules and/or policies.
- Act in a timely manner when taking disciplinary action or acknowledging positive behaviour by employees. Maintain records of such actions with the Accounting Administrator.
- Greet and assist customers on the sales floor.
- Be aware of shoplifting and take action consistent with company policy to discourage it.

- Maintain good customer service through your presence on the sales floor by making effective use of your knowledge of products, projects, and services. Set a good example for other employees through your ability and desire to assist customers and to maximize sales.
- Resolve customer claims and/or complaints in a manner that is timely, courteous, and discreet.
- Authorize credit limits, acceptance of cheques, etc. in a manner consistent with company policy.
- In the absence of the Store Manager, exercise sound judgment in the event that a departure from store policy may be required.
- Understand the POS system and procedures related to purchases and payments.
- Work on additional duties and assignments as assigned by management.
- Work in a safe manner in accordance with provincial and federal safety legislation. Report any potential hazards and unsafe behaviour to management in order to have the situation corrected.

QUALIFICATIONS:

- 2 - 3 years of retail experience is a must. Only those with retail experience will be considered for the position.
- Ability to work a flexible schedule including weekends, and evenings.
- Ability to lead.
- Ability to work co-operatively in a team environment.
- Excellent communication skills.
- Excellent mathematical skills.
- Good understanding of Home Hardware's policies and procedures.
- Willingness to continually develop professional skills and knowledge base.
- Wages will depend on experience.
- Bilingualism is an asset.

WORKING RELATIONSHIPS:

- Reports directly to the Store Manager

INTERESTED APPLICANTS, PLEASE SUBMIT YOUR RESUME TO:

Caitlin Saarela

careers.redlakehomehardware@gmail.com

Phone: 807.727.2247

Red Lake Home Hardware Building Centre

239 Howey St, Red Lake, ON

Deadline: until filled