

Position Description

Position: Assistant Manager
Reporting to: General Manager

Position Summary

Reporting to the General Manager, the Assistant Manager will be a key player on the Management Team of the Co-op. The Assistant Manager will participate with the General Manager in the management and control of all Divisions and Departments of the Co-operative, with the primary responsibilities focusing on the various retail activities of the Co-operative. The Assistant Manager will be responsible for assisting in various retail activities of the Co-operative. The Assistant Manager will be responsible for assisting in overseeing and managing the day-to-day operations of the Co-operative. Key accountabilities include managing on a day-to-day basis the retail store; supervision of staff, training and development of local staff, achieving specific financial performance targets of the store, and providing excellent member service. A principal objective is to ensure that all the local staff are thoroughly trained in their areas of responsibility.

Duties and Responsibilities:

- To assist General Manager in all aspects of the operation and control of the various business units of the Co-op.
- To work closely with GM in sharing information and expertise so that the management team understands all aspects of the business.
- To manage on a day-to-day basis the retail store(s) by:
 - Order inventory when required to ensure the shelves are restocked on a daily basis;
 - Ensure inventory counts and plan an organized system for receiving of stock;
 - Coordinate the collection of freight;
 - Provide top quality customer service by ensuring Co-op Members and customers receive a positive, pleasant shopping/service experience;
 - Ensure the retail store operates in a safe, professional manner at all times and that all regulations and legislated standards are adhered to;
 - Work in the office area to ensure an understanding of the Point of Sale System – giving advice, supervision and training to employees of the Co-operative.
- To assist the General Manager in the public relations and communications of the association.
- To assist in the control of the Co-op operations by supervising sales, purchases, services, and contract work.
- To prepare reports and when requested by the General Manager, attend meetings of the Board of Directors.
- To assist in the control and supervision of the credit, operation and personnel policies of the association.

- To schedule and supervise staff to ensure proper service is provided and financial targets is achieved.
- To assist in all human resource matters concerning hiring, training, appraising, promoting, demoting or firing of Co-operative employees.
- To assume the duties of the General Manager when so assigned.
- To perform other duties as required for the proper management of the association.

Qualifications Required

- Management experience in food and non-food operations.
- Knowledge and experience in a computerized environment, including the operation and administration of Point of Sale (POS) computer systems.
- Proficient in office software packages including word processing, spreadsheets, etc.
- Strong financial management skills including the ability to review and analyze financial statements.
- Ability to manage inventory levels, order stock and price products to achieve gross margin targets;
- Excellent people management skills including the ability to recruit, hire, train, motivate, evaluate, correct, develop, and increase staff performance in a cross-cultural environment.
- Strong oral and written communication skills.
- The ability to speak and write Inuktitut would be considered a definite asset.
- Experience and understanding of co-operatives and working with Boards of Directors would be an asset.
- Maintain a valid drivers license;
- Maintain acceptable criminal reference and eligibility for bonding.

Working Conditions:

- Lifting up to 50 lbs;
- Extended hours of work, including 10-12 hours per day, 5-6 days per week are not unusual in a retail operation due to the multi-faceted nature of the Co-operative.
- Access to medical facilities is limited with many locations only having a nurse's station.