

**Position:** Assistant Store Manager  
**Reporting To:** Store Manager (Assistant General Manager)

## **Position Summary**

Reporting to the Store Manager, the Assistant Store Manager will be a key player on the Management team of Kissarvik Co-operative Ltd. The Assistant Store Manager will be responsible for assisting in various retail activities of the Co-operative. The Assistant Store Manager is responsible for supporting the ordering process, maintaining pricing, stocking, and rotation of merchandise in the grocery area, and to perform other functions as required throughout the retail store. 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.

## **Duties & Responsibilities**

- Tour the store daily to keep department shelves and display areas stocked, neat and clean.
- To work closely with AGM/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;
  - Oversee the receiving and claims process.
- Manage the various warehouse facilities to ensure warehouse grocery inventory is well represented in the Store; that all facilities are tidy, clean and well organized; record the best before dating on product in storage, plan to move product before dating becomes a problem; arrange the movement of general merchandise inventory to the store as needed.
- To assist the AGM/GM 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.
- Utilize CASM to establish and maintain store layout and Point of Sale system to look up, order and record inventory.

- Ensure product is rotated according to the store and product standards.
- Transfer merchandise from warehouse to store area and replenish shelves and set-up displays and bunk-ends.
- Review flyers for promotional and seasonal items, order appropriate product using the call to order templates supplied by merchandising monthly and set-up and maintain special displays.
- Assist in receiving and unloading of merchandise; check and verify merchandise received to ensure that items listed on vendor invoices are received.
- Respond to product recalls in a timely and efficient manner.
- Adhere to product claims process.
- Inspect shipments for product quality, count and condition.
- Assist with completing Receiving Reports, Order Guide, Price Change Report and preparing claims for missing or damaged product.
- Assist AGM/GM in determining accurate pricing of merchandise and use proper shelf labeling.
- Report problems with pricing or receiving inventory to AGM/GM.
- Handle damaged and spoiled products according to Co-op policy and assist in controlling the level of damaged goods.
- Assist AGM/GM in ordering and maintaining inventory control.
- Create and maintain department product displays, including point of purchase signs.
- Maintain cleanliness and organization of display areas, back room, storage and surrounding areas.
- Follow all guidelines and procedures outlined in department and health and safety manuals and as set by the AGM/GM.
- Assist customers with questions, product location and any other requests.
- Other duties as assigned by the AGM/GM.

### **Qualifications:**

- Organizational and time management skills
- Work with little or no supervision
- Customer Service oriented
- Proven computer proficiency
- Ability to lift approximately 50 pounds at a time;
- A minimum of 3-5 years of experience in a grocery/retail management environment

### **Working Conditions:**

- 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 station.