

## Nch'kay

**Position** Assistant Store Manager  
Squamish Valley Gas Bar  
Retail Operations

**Status** Term-Full-Time

**Supervisor** Store Manager

**Hours** 40-hour work week including pro-rated paid breaks plus evening and weekend work as required.

**Department Overview:** Retail Operations exists to advance the efficiency, service, and profitability of revenue-generating operations within the Nch'kay.

**Position Profile:** Reporting to the Store Manager, SV Gas Bar, the Assistant Store Manager is responsible for assisting the Store Manager for day-to-day operations with diverse commodities such as selling gas, cigarettes and other confectionary items to membership and the public. Focused on continuous improvement to ensure best in class operations. This position will be providing effective day-to-day supervision and operational oversight through visibility, involvement and interaction with customers and team members. The incumbent performs non-routine duties, some which may not have well-defined policies and procedures, including assistance with inventory management and merchandise stocking. Is responsible for cash floats and open/close procedures. Assists Store Manager with management of staff. This position is must evening and weekend shift position and cannot be switched to Monday to Friday dayshift position.

### Key Accountabilities

- 1. Manages and assists with day –to-day operation of store according to procedure.**
  - Ensures workers report to store location as per weekly schedule and find cover either with another employee or him/herself for the employees who cannot work a shift.
  - Opens and/or closes store in accordance with proper security guidelines.
  - Sells tax-exempt products while knowing the government compliance reporting that goes with such service.
  - Sells merchandise including hot and cold beverages.
  - Takes payment by cash, debit or credit card, making proper change as required.
  - Operates Point of Sale (POS) system and credit card terminal.
  - Makes requests for valid status cards and ensures that proper procedures are followed when selling non- taxed gas, cigarettes or other non-taxed products.
  - Checks records to ensure status person has not purchased beyond personal maximum allowance.
  - Upon request/authorization performs regular cash drops and fills out accompanying form.
  - Ensures safety, security and health procedures are met on a daily basis.
  - Ensures retail store and customer area are kept clean and organized at all times.
- 2. Promotes, develops and communicates store level priorities that complement Nch'kay's initiatives.**
- 3. Provides service and works to Nch'kay's customer service standards including:**

- Being helpful to fellow employees, Nch'kaymembers and the general public
  - Going the extra mile to solve customer problems.
  - Presenting a consistently professional image of Nch'kay in all interactions and communications.
  - Performs other customer service tasks as required by Manager, Retail Operations.
- 4. Performs data entry, maintenance, reconciliations, POS System, back-office data maintenance and paperwork.**
  - 5. Works with Management team to meet budgets and maximize store profitability by controlling expenses (monitor and adjust labor, inventory management, overhead, etc.)**
  - 6. Supports Store Manager with marketing, promotion, pricing, inventory and purchasing.**
    - Assists Store Manager with developing and maintaining a system for monitoring and controlling inventory.
    - Maintains inventory turnovers.
    - Orders fuel and products as needed or per Manager, Retail Operations discretion.
    - Faxes cigarette shop order to appropriate vendor.
    - Rotates stock properly and close out obsolete items.
    - Ensures all merchandise is properly priced.
    - Supervises check-in of all gas and cigarette shipments for accuracy against the delivery ticket e.g., proper quantity, price and quality.
    - Resolves discrepancies in daily inventory report forms within 2 hours.
    - Maintains inventories to minimize delivery delays while maintaining inventory turn goals.
    - Maintains fresh and appealing displays of merchandise according to "Plannograms" and SN policy.
    - Makes sure that year-end inventory is counted effectively and efficiently.
  - 7. Oversees stocking of merchandise.**
  - 8. Provides direction and oversight to the retail CRS team through coaching, mentoring and performance management.**
  - 9. Assists Store Manager with maintenance of buildings and properties.**
  - 10. Adheres to workplace health & safety policies, safe work practices and procedures.**
  - 11. Contributes cooperatively to the Nch'kay Retail Operations - Business Revenue and Services team to achieve position and department goals.**
  - 12. Perform additional duties as required.**

## **Job Qualification**

### **Education**

- Certificate in Customer Service/Retail Management, Business Administration or relevant field from a recognized post-secondary institution preferred.
- As career progresses, will be required to upgrade in order to obtain a Customer Service or Retail Management Certificate or Diploma.
- As career progresses, incumbent will be required to successfully complete job-required, short-term upgrading, training and courses relating to WHMIS, merchandising, First Aid, office management, staff supervision, workplace safety, etc.

### **Experience**

- 2 - 3 years of causally related experience in the majority of specialties listed in job description including retail, customer service, staff supervision, building maintenance, computer entry, following open/close procedures, and cleaning store preferred.
- Experience as a basic user of the Internet and Microsoft Office Applications – Outlook (Email),

Word, Excel, etc.

- Working experience with a large-scale computerized database system is an asset.
- Experience working in a First Nations Community environment is preferred.

### **Competencies**

- Professional, adaptable communication style with strong interpersonal skills and the ability to influence others.
- High level of emotional intelligence, patience and integrity.
- Maintains composure in high-pressure situations.
- Able to disseminate complex information to stakeholders in a meaningful way.
- Resourceful and organized with excellent time management abilities.
- Able to deliver negative information tactfully and diplomatically when needed. Acts ethically and handles sensitive information with confidentiality.
- Team-oriented with a positive, approachable attitude.

### **Hiring Requirements**

- Must be fluent in English.
- Verifiable school records through our third-party provider.
- Must provide three (3) business references. Valid references must be a direct supervisor who is familiar with the applicant's work.
- Must have a valid BC Driver's License Class 4 or 5. Class 7N may be considered.
- Must be able to work only evening and weekend shifts and cannot switch to Monday to Friday day shift.
- Must have access to a reliable vehicle and current auto insurance that meets company policy.
- Must provide a valid Criminal Records Check.
- Must be able to work evenings and weekends as required.