



Interim Assistant Store Manager

April 2019 - February 29, 2020

Reports to: Store Manager

Department: Sales

Location: 80 King street South, Waterloo

Job Purpose:

The Assistant Manager will assist the Store Manager in all duties related to managing a Ten Thousand Villages store including staff and volunteer management, delivering excellent customer service, store operations, and in store and offsite initiatives. In the absence of the Store Manager, the Assistant Manager will be responsible for all store operations.

Job Duties:

(Listed duties are illustrative, not restrictive.) As directed by the Store Manager:

- **Staff and Volunteer Management:**
 - Consistently provide strong leadership presence for staff and volunteers.
 - Motivate staff/volunteer achievement of sales goals and delivery of excellent customer service through demonstrated personal sales and customer service performance.
 - Ensure there is an excellent level of product and artisan education on the retail floor.
 - Regularly communicate store sales goals and in-store initiatives and encourage a culture of participation in store success.
 - Assist in recruiting, hiring, training, and scheduling staff and volunteers.
 - Support and enforce all company policies and procedures.
 - Patience and ability to work with different temperaments
- **Customer Service Excellence:**
 - Demonstrate and mentor the priority of exceptional customer service, development of customer loyalty, and understanding of product/artisan knowledge through coaching, role modelling, and utilizing Mystery Shop Program results.
 - Support a total shopping experience including: greeting and responding to customer requests quickly, effectively, and courteously, aligning customer needs with appropriate solutions, recommending ad-on items as appropriate, and ensuring every customer leaves the store wanting to return.
- **Store Operations:**
 - Open and close the store, when needed.
 - Operate the computerized cash register and inventory system.
 - Complete end of day processes including, reconciling receipts, balancing the cash drawer, submitting daily sales reports, and day-end banking, when needed.
 - Protection of Ten Thousand Villages assets through effective inventory control and loss prevention practices.
 - Unpack, price, and stock merchandise when orders arrive.
 - Maintain a high standard for keeping the store neat, clean, and attractive.
 - Ensure compliance with health and safety regulations.
 - Support and enforcement of all company policies and procedures.

- Present presentations about Ten Thousand Villages as needed
- Organizing and running off site sales
- Perform other duties as requested by the store manager.

Job Specifications:

- Knowledge and strong support of mission of Ten Thousand Villages and the principles of Fair Trade.
- Experience in retail sales and training.
- Experience in managing volunteers preferred.
- Demonstrated excellence in customer service and customer loyalty.
- Ability to work effectively within a team and be confident in driving successful retail strategies.
- Strong interpersonal skills with a talent for building constructive and effective relationships with staff, volunteers and customers.
- Excellent communication, verbal, and written skills.
- Proficiency with current computer software.

Physical Requirements

Our store positions offer a fast-paced work environment, where everyone pitches in and participates in all functions. All store positions require constant physical activity, including standing for prolonged periods of time (up to 8 hours per day), walking, reaching and grasping. This position requires the incumbent to climb stairs, ladders, bend and kneel to obtain products for customers and to maintain the visual appearance of the store. Employees should be able to lift 25 lbs. consistently and 50 lbs. occasionally. In order to best perform these responsibilities, employees must be able to communicate face-to-face and on the phone with or without reasonable accommodation.

Hours:

- Approximately 37.5 hours/week, flexible to the store's demands.
- Mandatory schedule flexibility to include regular evenings, weekends, and holidays.

Remuneration:

Employees are paid on a bi-weekly basis, with pay periods running from Sunday to Saturday, paid the following Friday. Direct deposit into a bank account of the employee's choice.

Ten Thousand Villages welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

One document with resumes and cover letters may be submitted electronically to puritymuchiri@mcccanada.ca

The mission of Ten Thousand Villages is to create opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term fair trading relationships.