Assistant Store Manager

Reports to: Store Manager   **Department:** Sales

Location: 4367 rue Saint Denis, Montreal Quebec

Job Purpose:
The Assistant Manager will assist the Store Manager in all duties related to managing a Ten Thousand Villages store including staff 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 Management:
  - Consistently provide strong leadership presence for staff.
  - Motivate staff 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.
  - Support and enforce all company policies and procedures.
- 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.
- 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.
- 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, and customers.
- Excellent communication, verbal, and written skills.
- Fluent in French and English
- Proficiency with current computer software.

Physical Requirements
- Must be able to stand for prolonged periods of time - up to 8 hours per day with breaks.
- Must be able to raise and lower objects weighing up to 25 lbs, and bend, stoop, and crouch.

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.

Resumes and cover letters may be submitted electronically to
michele.burnett@villages.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.