

Summit Tools

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1755 Springfield Rd #114 Kelowna, B.C. V1Y 5V5

Position Title: **STORE MANAGER**
Job Type: **FT PERMANENT**
Location: **KELOWNA**

Requisition No: **ST-001**

COMPANY OVERVIEW

We are a family-owned business and have been in operation since 1993. We are well established in the hardware and power tools industry as a leader. Positioned for growth, we now have a total of 4 stores. In addition to our flagship store in Burnaby, you will see Summit Tools in Port Coquitlam, Kelowna and St. Jerome, Quebec. All our stores have a wide selection of brands with the latest products in the market including a large selection of power tools, accessories and hardware at competitive prices. We proudly serve a broad spectrum of clients from the homeowner and do-it-yourselfers to small or large contractors and we take pride in serving their needs.

WHY WORK AT SUMMIT TOOLS

We treat all our employees with respect and dignity. We operate on results driven principles of teamwork, listening and fairness. We pursue a high level of excellence and you can expect to be treated fairly. We are a close-knit group, all motivated to work diligently to meet the high expectations of our customers. We strive to make the company a rewarding place to work, where employees feel that they are doing meaningful work and their contributions make a difference. You will have the opportunity to oversee operations for a large retail store, approximately 15,000 sq. ft. and manage over 5000 products!

POSITION DESCRIPTION

Reporting to the General Manager, the Store Manager (SM) position is critical to delivering on the success of the overall organization. With a strong managerial background, we are seeking an individual who is ambitious, has a go-getter attitude and has a solid sales background with the ability to maintain and oversee day to day store operations (front retail, back office and warehouse) with a deep rooted passion in the tool industry. Drawing from their structured and process driven leadership style, the SM excels with procedural accuracy.

The SM is responsible for consistent strong performance and continued net growth of sales. The SM is extremely customer service oriented and is extremely mindful of the overall shopping environment (cleanliness, easily navigable store, educated merchandising, proper sales support material, well communicated pricing etc.). The position requires on-going learning of products, awareness of sales and marketing strategies, attentiveness to the marketplace, maintaining a competitive edge, as well as a strong leadership ability to build, coach and mentor a robust team to ensure flawless day to day store operations. The SM also is able to motivate and inspire staff to provide exceptional customer service.

KEY RESPONSIBILITIES

- Exhibit strong leadership skills to manage and delegate responsibilities among staff
- Meet and/or exceed pre-determined sales and budget targets
- Ensure the shopping environment, shopping experience, and store presentation and aligned with policy
- Using managerial discretion, able to address: staffing/workplace needs, sales and marketing initiatives, inventory management, and training requirements

- Follow and ensure procedural accuracy for all store operations provided by head office
- Provide exceptional customer service
- Apply efficient stock receivable practices and strategic display of merchandise
- Proactively monitor inventory levels to ensure merchandise is adequately available
- Execute marketing initiatives accurately and timely to coincide with relevant sales promotions
- Maintain a safe work environment and favorable culture in order to attract and retain employees to foster a strong spirit of teamwork and collaboration. Develop and guide staff to be the best they can be
- Must oversee the accuracy of in store sales tags to accurately reflect pricing
- Responsible for leading by example and to do what is necessary to ensure completion of store duties
- Effective management of any customer complaints or disputes

REQUIREMENTS

EXPERIENCE

- Minimum 3 – 5 years of overall store management (front end retail and back end warehouse)
- Minimum 3 years in a retail sales environment or in the tool industry (or closely related industry)
- Must have successful experience delivering sales and marketing initiatives
- Must have a record of improving business revenue and profitability
- Proven ability to work in a highly organized manner and have a strong, self-directed work ethic using sound judgement, logical reasoning skills, and intuition
- Must have experience gathering product knowledge to showcase and provide product recommendations for customers
- Must know how to address theft and enforce loss prevention measures
- Must be able to deal with changes, delays, or unexpected events in a professional and timely manner
- Must be able to spend extended periods of time walking and able to lift up to and including 50 pounds

COMPETENCIES

- Strong sense of business acumen
- Strong sense of inventory management
- Strong sense of attention to detail
- Ability to develop, implement, and follow standard structured processes for day to day operations
- Ability to continuously learn and pass along product knowledge to staff
- Excellent written and spoken communication skills
- Outstanding interpersonal and relationship building skills
- Exceptional organizational skills with the ability to multitask and prioritize
- Ability to work towards and achieve goals with tight deadlines
- Continuous education in leadership/management/business administration is considered an asset
- Must have a valid driver's license

The successful candidate is willing to travel: Annual Management Training in the US, between stores locations (including Quebec) and other travel as required by the role. The position entails working 5 days (including mandatory Saturday's) with 2 days off, per week.

APPLICATION INSTRUCTIONS

If you think you have what it takes to be successful in this role, please submit your resume and cover letter to careers@summittools.com quoting the following subject line: **STORE MANAGER REQ: ST-001**. In your cover letter, please include a brief response to the following two questions:

- 1) What managerial approach have you taken to lead and direct a group of 15 or more staff that directly report to you?
- 2) How do you relate the management of staff to sales results?

We thank all that apply, however only successful candidates will be contacted.