

## DETAILS

Ucluelet Co-op invites applications for the position of Grocery Manager at our Food Store located in Ucluelet, BC. The Grocery Manager is responsible for the overall operations of the Grocery department to improve customer service, program execution, and company profitability. These results are achieved by people, and the Manager is responsible for the direction, coaching, and development of the Grocery team. Providing exceptional customer service is key to the Co-op's success and the manager leads in this regard. Other responsibilities include scheduling, appraisals, budgeting and attainment of financial results along with the overall management of image, standards, implementation, and adherence to company programs, policies and procedures as well as human resources related activities. The specific responsibilities of the Grocery Manager include but are not limited to the following:

- Manage the Grocery Department in accordance with the company policies, procedures, programs, merchandising standards, and overall expectations.
- Provide feedback to the General Manager regarding recommendations for continued improvement of operations.
- Provide leadership and direction in the development and achievement of operational and financial results including, sales, margins, expenses, inventory and sales per employee hour (SPEH) in your department.
- Develop and administer action plans to achieve the desired results of the business plan.
- Develop and maintain a team environment that is based on Ucluelet Co-op's brand and values.
- Provide leadership and work closely with Human Resources in the areas of employee relations, hiring, training, development, performance management, discipline, recognition, termination, security, administration of policy and procedures and disability claims.
- Provide leadership in the areas of Occupational Health and Safety (OH&S) including participation in OH&S activities, training and ensuring employees understand and comply with OH&S policies, procedures, and legislation.
- Responsible to assist with adherence to government regulations in the areas of price integrity, labeling, sanitation, and food and safety.
- Network and communicate professionally with suppliers and FCL Regional Sales Coordinator.
- Maintain customer service standards by tracking, monitoring and follow-up of customer comments and complaints in a timely efficient manner.
- Perform or assist with performance reviews and action plans for development. • Provide excellent service to guests in a courteous, efficient manner and within approved programs, policies and procedures.
- Liaison within the community as a representative for Ucluelet Co-op.

Ucluelet Co-op – Grocery Manager – Full-Time Position

- Contribute to the Team in living the values of Locally Invested, Community Minded, and Lifetime Membership Benefits

## **QUALIFICATIONS**

- Must have a minimum of 2-3 years of retail experience.
- Previous retail management experience is an asset.
- Previous Grocery department experience is an asset.
- Demonstrated ability to lead, motivate and develop a team of people,
- Proficiency in Microsoft Outlook, Word and the ability to manage computer files efficiently.
- Exceptional interpersonal, leadership and communications skills.
- Experience planning, budgeting and working with operating statements
- Strong analytical and problem-solving skills.
- Availability to work a variety of shifts including days, evenings and weekends
- Some out-of-province travel may be required to attend conferences.

**Please apply by sending a resume to [gm@uclueletcoop.com](mailto:gm@uclueletcoop.com).**