



Job Posting

Job Title: Assistant Store Manager
Status: Full Time
Reporting to: Manager, Retail Operations - London
Location: London, Ontario

About Lee Valley:

Since 1978, Lee Valley has recognized that woodworking and gardening are not just hobbies, but are for many a lifestyle choice. Lee Valley Tools enjoys a proud 40-year history of providing high-quality woodworking, gardening, hobby, hardware, gift and seasonal merchandise to customers worldwide. Our customer service is renowned. We pride ourselves on providing quality in all products, whether developed and manufactured internally or sourced elsewhere.

A position at Lee Valley is more than just a job – we honor the time and dedication that our people give by providing sustained and meaningful employment and we strive to provide an environment where learning and development are encouraged.

Overview:

We have an exciting opportunity available for a seasoned and motivated retail professional to join our London retail store.

The assistant store manager will support the manager in maintaining the continuity of the company's standards and policies and efficient store operations, and will provide leadership in these areas when the manager is absent. The successful candidate will be responsible for providing formal supervision to the sales staff by coordinating, monitoring, coaching and advising the team, or by helping out where needed to ensure the store runs smoothly and effectively.

Key Responsibilities:

- Works with employees to assign and monitor individual objectives and activities based on overall group priorities
- Provides useful and timely feedback to staff members on their performance and development plan, with input from manager
- Works with the manager to plan departmental staffing levels; participates in recruitment and training for staff
- Leads by example in providing exceptional service to Lee Valley customers
- Provides guidance and support to staff with problem solving and decision making to ensure healthy customer relationships

- Takes responsibility overall for the performance of the assigned group to defined expectations
- Takes on projects that directly relate to the group's function or expand beyond the department
- Provides various reports and analyses as defined by management, both on a regular and ad-hoc basis
- Works with other departments to ensure activities related to corporate strategies and directions are executed smoothly and accurately
- Performs tasks and duties required to ensure the successful and efficient operation of a retail location

Knowledge and Skills:

- 4-6 years of experience in a customer-facing environment; completion of a post-secondary diploma program in business administration or equivalent considered an asset
- Requires working knowledge and understanding of retail sales
- Exceptional interpersonal skills, with the ability to transition seamlessly between leading a team and taking direction
- Fluent in English, with excellent written and verbal communication skills; able to give clear direction and communicate decisions effectively
- Computer proficient with strong abilities in Microsoft Office, particularly Excel
- Demonstrated knowledge of point-of-sale systems (specific training will be provided)
- Advanced knowledge of customer-service procedures
- Advanced knowledge in one or more of Lee Valley's key areas of business considered an asset

Interested in joining the Lee Valley Team?

[Apply online using ADP](#)