



Job Posting

Job Title: Store Manager – Scarborough
Status: Full-time
Reporting to: Director of Sales & Operations – Central Canada
Location: Scarborough, 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 team.

The Manager, Retail Operations, will be responsible for maintaining the continuity of the company's standards and policies and efficient running of store operations. The successful candidate will utilize his/her knowledge of policies and processes, as well as his/her past experience, to guide Lee Valley staff in maintaining high-quality support to customers with requests for products and/or services.

The Manager will be challenged to meet and exceed defined expectations for the overall performance of his/her assigned group.

The Manager, Retail Operations, will be required to provide support to store staff during peak times by readily stepping in on the POS system or serving customers on the floor. The Manager will also be responsible for encouraging, motivating and developing staff, assessing individual competence, and providing challenging work to support professional growth.

Key Responsibilities

- Assigns and monitors individual staff objectives and activities based on overall group priorities and individual performance and development plans
- Responsible for planning departmental staffing levels, recruitment and training/development

- Ensures healthy customer relationships by providing guidance and support to staff with problem solving and decision making
- Performs tasks and duties required to ensure the successful and efficient operation of a retail location while maintaining a superior shopping experience for customers
- Provides various reports and analyses as defined by management
- Responsible for banking and sales processing requirements, and Inventory Control
- Works closely with customers to rectify problems or improve their experience
- Responsible for managing the time sheet approvals

Knowledge and Skills:

- 8-12 years of experience in a customer-facing environment; completion of a post-secondary program in Business Administration or equivalent considered an asset
- Previous significant experience in a retail management role, including responsibility for team leadership, merchandising and process management
- Proven track record in leading store or district management teams, with a sharp emphasis on both customer service and employee relations
- Able to give clear direction and communicate decisions effectively
- Exceptional interpersonal skills with the ability to transition seamlessly between leading a team and taking direction
- Computer proficient with strong abilities in Microsoft Office
- Advanced knowledge in Lee Valley's key areas of business considered an asset

Interested in joining the Lee Valley Team?

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