

Store Operations Manager

The Kootenay Co-op is looking for a **Store Operations Manager**. This position plays a vital role in linking day-to-day operations with broader business objectives, setting goals and bringing them to life on the sales floor. As the Store Operations Manager, you will provide supportive leadership to the revenue departments and oversee daily store operations. As part of a community-owned grocery store, you will strive to provide members with an outstanding shopping experience. In addition to retail business expertise, success in this role requires a collaborative mindset, cooperative communication, and a desire to be part of a mission-driven organization where staff and members feel engaged.

This position is for **40** hours a week. **Occasional evenings, weekends, and holidays as required.**

SKILLS + QUALIFICATIONS

Required:

- Minimum 5 years' management experience in retail or grocery operations.
- Strong financial and data analysis skills.
- Experience with revenue management including inventory, category management, and pricing strategies.
- Proven leadership experience and communication skills.
- Strong project management skills. Demonstrated ability to lead, manage and implement projects.
- Proven team building and workplace development experience.
- Ability to multi-task and prioritize in a fast-paced environment.
- Proficiency in MS Office, Power BI, and POS systems.
- Calm under pressure, skilled in problem solving, conflict resolution, and change management.
- Commitment to safe work practices and exemplary customer service.

Preferred:

- Post-secondary education in business, finance, data analytics, or related fields.
- Experience in a medium-to-large retail business.
- Experience in a co-op or mission-driven business.
- Knowledge of cooperative business models.

DUTIES + RESPONSIBILITIES

Sales + Product Management

- In collaboration with the General Manager and Finance Director, set targets for department sales, gross margin, gross profit, and labour costs.
- Review financial performance reports with revenue department managers regularly to ensure operating goals are being met.
- Analyze sales data and make recommendations for improvement.

- In collaboration with the GM and Finance Director, develop and refine pricing strategies.
- Plan and implement merchandising strategies for in-store displays and cross merchandising between departments, ensuring visual appeal, ease of shopping, and alignment with store goals.
- Oversee and maintain clear category management strategy across all departments and adjust strategies as needed to optimize sales and customer satisfaction.
- Work with buyers and category managers to stay current with trends and forecasting.
- Monitor inventory turns and over/under stocks. Reduce waste and shrinkage.
- Coordinate with Marketing department on promotions, in-store signage, and merchandising to maintain brand standards.
- Ensure buying guidelines are applied consistently for each department and the store overall.

Leadership + People Management

- Lead, coach and support revenue department managers to foster collaboration, accountability, professionalism, and a positive work environment.
- Ensure strong collaboration between store operations and business support teams.
- Support revenue department managers in their own leadership development and responsibilities, ensuring consistency across all teams.
- Be knowledgeable in and enforce policies and procedures.
- Lead team in alignment with the Co-op's mission, vision, and values.
- Work with revenue department managers to ensure adequate department staffing and maintain labour budgets.
- Hire, train, and evaluate revenue department manager positions as needed.
- Communicate corrective action to managers and support managers in delivering corrective action to staff as needed.
- May be required to temporarily assume duties of a revenue department manager in the event of a planned or unplanned absence from a department.

Operations + Logistics

- Oversee effective maintenance of the sales floor, ensuring cleanliness and ease of shopping.
- Ensure departments have the resources, tools, and systems to meet store goals.
- Develop strategies to reduce operational costs and increase efficiencies.
- Address urgent operational issues and escalate as needed.
- Collaborate with Facilities and IT teams to maintain systems and resolve issues.
- Coordinate physical inventory counts, ensuring accuracy in all departments.
- Coordinate with department managers on department resets, large cleaning, repair, or renovation projects.
- Ensure the store is opened and closed according to procedure.
- Maintain the Manager on Duty (MOD) schedule, guidelines and provide training.
- Regularly act as the MOD. Provide primary back-up coverage for MOD shifts.
- Respond to calls for after-hours support, alarm calls, and emergencies.
- Other duties as required.

Communication

- Champion a cooperative communication model that reflects the Co-op's values.
- Promote effective use of internal communication channels.
- Communicate operational requirements and changes store-wide.
- Respond to member feedback and complaints in a professional, authentic, and timely fashion.

Policies + Procedures

- Ensure all store employees receive adequate orientation, safety and on-the-job training.
- Develop and maintain operational policies and procedures.
- Ensure the safety and security of customers, staff, building, and inventory.
- Actively monitor all internal and external health and safety regulations, food safe regulations, and employee policies and procedures to ensure compliance and support managers to uphold these standards.

WHY WORK AT THE KOOTENAY CO-OP?

Employees of the Co-op are truly unique. Our friendly, talented staff have created a culture of inclusiveness + teamwork, along with a passion for bringing organic, sustainable food to the Nelson area. Employees receive a store discount, health + dental benefits, RRSP contributions, and competitive wages. We value work-life balance, continuous improvement, and maintaining a friendly work environment where each staff member can get involved in making the Co-op a great place to shop & work.

\$80,000 - \$100,000 depending on experience

This is an office-based position, with frequent trips to the sales floor; this role involves standing, walking, working in refrigerated spaces, and occasional lifting of up to 50 lbs. Infrequent, regional travel required to visit vendors, community partners, and conferences.

This position is for **40** hours per week. **Occasional evenings, weekends, and holidays as required.**

Equity, Diversity & Accessibility

We are committed to building an inclusive workplace that reflects the diversity of our community. We welcome applications from all qualified candidates and are committed to equitable hiring practices.