

# Retail Store Manager

Compass Group Canada via Rank + Rally is hiring for a Retail Store Manager at Rogers Place, home of the Edmonton Oilers. This Retail Manager will be the leader at our new flagship store, the official team store of the Edmonton Oilers & Oil Kings. This new flagship location of over 3,500 square feet will be a premiere shopping experience open to the public year-round featuring both elevated team apparel, memorabilia, headwear, as well as the highest quality fan gear assortment and game used equipment.

As the Rank+Rally Retail Store Manager you will be responsible in executing “The Difference” in regard to the Team Store operation, human resources and financials. You will implement procedural standards and expectations for the retail operation as well as customer experience.

## **Job Responsibilities:**

Work with Director of Retail, Retail Operations Manager & HR in the recruiting, training and development of retail team that exemplify best-in-class customer experience.

Experience in professional development and management of retail sales teams and the ability to shape customer experience through expert understanding of product in relation to excellence in execution: service, visual merchandising, building a sales & service focused culture. Responsible for enforcing store policies and procedures.

Excellent leadership, organizational, presentation, communication, and customer service skills with a high attention to detail and demonstrated creativity/resourcefulness in problem-solving

Responsible for planning and building displays that maximize impact on a day-to-day basis in addition to creating impactful signage and arrange store lighting to execute product displays to highlight elevated merchandise selection.

Plan and execute store specific events to augment the promotional calendar to drive business

Maintain the integrity of the inventory and cash accountability by ensuring proper supervision and compliance implementing all internal controls

Thoroughly and accurately uses applicable R+R/Levy systems (POS system, WFM scheduling and more) and executes required daily reporting in a timely manner

Ensures that all security, safety and sanitation standards are achieved

Adequately schedules team members to meet operational needs and desired targets within the labor budget

Holds team accountable to daily responsibilities to deliver great guest service

Promotes a cooperative work climate, maximizing productivity and morale

Displays a positive attitude while coaching team members on retail standards

An individual values the opportunity to be part of high performing retail team in a high traffic retail location

## **Other:**

3+ years of experience working in retail or sales environments

Stamina to work 60 hours or more per week including 10 plus hour days as business dictates with a flexible schedule.

Possible job hazards include, but are not limited to; slips, trips, falls and able to lift and scoop boxes and work on ladders.

# Retail Store Manager

**Benefits:**

- Salary \$65,000 - \$70,000 CDN base
- Free Underground Parking
- 3 weeks paid vacation
- Full Benefits package
- Employee Discount (Apparel and Food)
- Matching RRSP program