

DEPARTMENT – The Seed and Gift Store
POSITION – Assistant Manager

Role:

The Seed and Gift Store Assistant Manager will be responsible for helping oversee the daily operation of the store, ensuring the department is running efficiently with high staff morale and visitor satisfaction. The assistant manager will provide leadership through exemplary work performance and professional conduct.

The successful candidate will be required to:

- Work with store manager to oversee and assist in the training and coaching of The Seed and Gift Store staff and supervisor team
- Communicate product information and procedural changes
- Encourage staff participation in decision making
- Motivate staff and supervisors by establishing clear goals to maximize their performance and sales, and provide consistent feedback and guidance
- Maintain and improve The Seed and Gift Store visitor service standards
- Provide strategies to maximize sales profitability
- Encourage and improve communication between all staff and supervisors
- Encourage and strengthen team spirit
- Identify and develop skills in all levels of staff
- Work with the store manager to oversee The Seed and Gift Store performance review system
- Work with store manager to manage The Seed and Gift Store disciplinary process
- Consistently coach and follow-up with the supervisor team
- Work in conjunction with store manager to facilitate semiannual supervisor meetings
- Facilitate frequent staff & supervisor meetings on a weekly basis
- Work with store manager to oversee the creation of, or improvement to, training manuals and reference material
- Assist with scheduling staff to ensure optimal service levels in the store at all times
- Assess all training for effectiveness and efficiency
- Assist in developing yearly strategic plans and budgets
- Assist with leading the annual inventory process
- Work with store manager to oversee the inventory department, mail order, sales floor, and assist the buying team
- Participate in planning in-store promotional events for visitor enjoyment and increased sales
- Participate in planning and implementing seasonal sales games and activities
- Assure fairness, efficiency, and fiscal responsibility in staff scheduling
- Assist in maintaining operating expenses within budget
- Monitor and troubleshoot cash transactions
- Ensure adequate security for money and product
- Encourage fiscal responsibility within team
- Review and implement store operating policies and procedures
- Ensure the store is a safe and healthy environment for staff and visitors
- Ensure adherence to all Company policies and procedures
- Assist in maintaining adequate stock levels, merchandising and displays
- Keep abreast of market trends to determine the need for improvements in the store

The successful candidate will possess the following qualifications and demonstrated abilities:

- Clear written and verbal communication skills
- Outstanding communication and interpersonal abilities
- Highly developed motivational and coaching skills
- Possess strong attention to detail and organizational skills
- Competence in computer word processing and spreadsheet programs
- Experience as a Retail Manager for a minimum of five years in a high-volume retail store
- A consistent outwardly positive and enthusiastic attitude
- The ability to remain calm and professional in a fast-paced environment
- A commitment to team work
- Empathy for staff and visitor needs and wants
- Previous Buying experience is an asset
- Commercial awareness and study of current trends an asset

This is a full-time position requiring 40 hours of work per week, scheduled to begin at a mutually agreed upon date. Shift work, weekend work, and some statutory holiday work is required. This position reports to the Director and Manager of the Seed and Gift Store. Remuneration will commensurate with this level of responsibility and the qualifications of the candidate.

We will be accepting applications until November 17, and will interview short-listed candidates shortly afterwards. If you are interested in joining The Seed and Gift Store team, please submit your resume and cover letter to the Human Resources department, The Butchart Gardens Ltd., 800 Benvenuto Avenue, Brentwood Bay, B.C., V8M 1J8, or email hr@butchartgardens.com, or fax: 250-544-4455, or [online](#).

We sincerely thank all those who apply, however, only those short-listed will be contacted.