



<https://intscanada.com/job/store-operations-manager-hwy-7-weston-rd/>

Store Operations Manager, Hwy 7 & Weston Rd

Hiring organization
INTS Consulting

Date posted
2023-06-12

Description

As a Store Operations Manager, you have a passion for sports and live an active lifestyle. You demonstrate a positive and engaged attitude when dealing with customers and employees and are responsible for leading the execution of sales support functions and teams supporting the overall operations of the store. You champion new procedures and processes, and deliver consistent execution of in store supply chain, cash operations, in-store ecommerce fulfillment and overall store operational effectiveness.

The Operations Manager will facilitate training of store team members on store standard operating procedures and process improvements.

Customer Service:

- Ensure a high level of customer service by delivering the Five Star Solution customer service model
- Provide exceptional omni-channel experience by offering in-store eCommerce sales and fulfilling eCommerce orders within defined service levels
- Support the customer experience through timely processing and movement of inventory to the salesfloor
- Execute and maintain inventory accuracy processes and initiatives

Operations:

- Implement, communicate and ensure compliance with all operating procedures, processes and policies
- Deliver performance metrics, process improvement and Lean techniques (how, when, who)
- Lead store inventory movement teams and support accuracy
- Manage scheduling and follow up of execution on shipping /receiving, eCommerce fulfillment operations, cash management, and operations systems & compliance
- Assists in preparation and execution of annual inventories.
- Follows and ensures compliance of all corporate LP, Cash and Audit, and OH&S policies and procedures.
- Responsible to assist in delivering annual corporate shrink targets through team education and enforcement of LP and audit standards, and inventory

What you bring

- Proven ability to coach, mentor and develop department team and store team, through setting expectations, communication, coaching, feedback and ongoing support
- Proven ability to build and manage a daily game plan for the store
- Exceptional communication skills
- Excellent organizational skills
- Superior training and mentoring skills
- Experience in an operational management role
- 3-5 years retail experience required
- High energy, enthusiasm and a drive to succeed
- Fundamental computer skills an asset

#LI-RC1

About Us

At Sport Chek, we want to find what moves you, and help build your career from there. As Canada’s destination for footwear, apparel, and sporting goods; we believe that sport and activity has the power to help shape your style, your relationships, and your mind. Along with colleagues across the Canadian Tire family of companies, you’ll be a part of a collaborative network of like-minded individuals who draw on their collective experience to best serve customers across all banners from coast-to-coast. Join us, where there’s a place for you here.

Our Commitment to Diversity, Inclusion and Belonging

We are committed to fostering an environment where belonging thrives, and diversity, inclusion and equity are infused into everything we do. We believe in building an organizational culture where people are consistently treated with dignity while respecting individual religion, nationality, gender, race, age, perceived ability, spoken language, sexual orientation, and identification. We are united in our purpose of being here to help make life in Canada better.

Accommodations

We stand firm in our Core Value that inclusion is a must. We welcome and encourage candidates from equity-seeking groups such as people who identify as racialized, Indigenous, 2SLGBTQIA+, women, people with disabilities, and beyond. Should you require any accommodation in applying for this role, or throughout the interview process, please make them known when contacted and we will work with you to help meet your needs.

Job Type: Full-time

Schedule:

- Day shift

