



## **Job Description:**

### **Summary:**

The Retail Manager is responsible for the administration of retail operations including setting pricing strategies, designing displays, training staff on sales strategies, determining product line and managing webstore. He or she is responsible for managing budgets, in order to drive revenue growth, increase productivity and promote a high level of customer satisfaction. The Retail Manager is also required to communicate the implementation of new programs to staff, and ensure that rules and regulations are observed by every employee.

### **Responsibilities:**

- Establish the overall vision and direction for the implementation of the internal pricing strategies.
- Develop and implement product line.
- Design creative displays and merchandising strategies
- Monitor financial performance to ensure the department is meeting or exceeding budgetary commitment.
- Analyze and report on the daily, monthly and annual key performance indicators and industry trends of the department.
- Develop and implement strategies around improving the financial performance of the department.
- Handle inquiries and complaints which are escalated from the floor level.
- Analyze the Customer's concern and present options to solve their issue.
- Measure and monitor key customer service areas.
- Perform other duties as required.

### **To be considered for this role, you must have:**

- High School Diploma is required, but post-secondary diploma or degree in a related field preferred.
- 3 or more years' previous team lead or management experience in a retail environment with proven leadership abilities.
- Previous experience working with webstores is an asset.
- Effective leadership skills, with a strong focus on retail business processes.
- Effective customer service skills.
- Able to identify key issues; creatively and strategically overcome internal challenges or obstacles.
- A clear and solid understanding of personnel policies, practices, and procedures and other operational issues faced by the organization.
- Effective attention to detail and a high degree of accuracy.
- High level of integrity, confidentiality, and accountability.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.

**To Apply: Please send your cover letter and resume, quoting the name of the position and location in the subject line to [resumes@naturalhealthservices.ca](mailto:resumes@naturalhealthservices.ca).**