

Outdoor Store Dept. Manager



Summary

As a member of the store's Management Team, the Department Manager contributes to the success of the store by communicating the business objectives of the store to his/her team. The Department Manager is responsible for managing and leading the department in providing high quality workmanship and service that ensures customer satisfaction. He/she ensures that the department team consistently meets performance expectations in terms of customer experience, sales growth, retail execution and profitability. This role will be responsible for overseeing the Outdoor Store section within the Swift Current Canadian Tire. This area includes firearms, fishing, hunting, clothing, and camping sections.

Responsibilities and Tasks

Customer Service

- Encourages and maintains a culture that values excellent customer service to all customers through effective training, supervision, coaching and performance management.
- Holds team members accountable for providing an excellent customer experience and recognizes those who excel in it.
- Leads by example and consistently delivers an excellent customer experience.
- Implements and follows store policies and procedures that deliver a high quality customer experience.
- Constantly reinforces the need to prioritize customers and sets up realistic expectations on task delivery.
- Coaches team members on how to display appropriate customer service behaviours.
- Works as a team with other departments to provide an excellent customer experience.

Operations

- Maintains quality department presentation, through daily inspections and ensuring all store audit performance requirements are met in the department (e.g., number of holes, labels, top shelf storage, rain check posted for out of stock items, deadlines of seasonal changeovers, cleanliness, facing, fixtures are stored away when not in use, etc.).
- Monitors and improves the productivity of the department team through strong leadership, motivation and team building.
- Ensures department is appropriately staffed through effective planning and scheduling and according to store budget and customer needs.
- Establishes department sales objectives in accordance with Senior Management goals and customer needs and communicates them to team members.
- Plans and manages daily/weekly departmental activities as well as seasonal changeovers and works with the team to execute them.
- Supervises and assists team members in daily departmental operations in order to meet established productivity goals.
- Consistently follows up on work and projects on the floor in order to measure progress and address issues immediately, while being visible and available for team members and customers.
- Tracks the number of items stolen or damaged. Notifies the Store Manager of all empty containers that are found.
- Provides support to cashiers and customer service representatives for cash pickups, cash closing, warranties, returns, guarantees, etc.
- Builds and maintains rapport with internal and external customers or vendors as required.
- Communicates and ensures compliance with company, store and department policies, as well as health and safety programs and regulations.
- Maintains and promotes safety and security procedures and ensures team member compliance with those procedures.
- Participates in training and ensures team member training is completed on time, as required (including Canadian Tire University training).
- Assists in selecting and orientating new employees, store opening and closing responsibilities.
- Coaches and encourages team members in learning new retail operational processes and procedures and new skills in order to improve performance. Regularly provides informal and constructive feedback.
- Addresses issues and conflicts in a timely manner.
- Organizes and conducts regular department team meetings and actively participates in store management meetings.



Completes other tasks, as required.

Requirements

- Experience in retail sales, execution and operations.
- Good working knowledge of department products and functions.
- Demonstrated supervisory, leadership and/or managerial experience or relevant experience.
- Ability to operate a cash register is an asset.

Required Skills and Abilities

Successful candidates will demonstrate the following competencies:

- Strong orientation towards **customer service excellence**.
- Strong belief in the Canadian Tire Values of **honesty, integrity and respect**.
- **Results-oriented** individual who thrives on achieving challenging goals.
- Ability to serve customers in a **professional manner** and to inspire their confidence and trust.
- Ability to **lead and manage** a team to achieve common goals in a fast-paced environment.
- Effective written and oral **communication** skills.
- Displays a **team-oriented** approach.
- Ability to **motivate and coach** others as well as provide feedback.
- Ability to **plan, organize, delegate and follow up** on team's activities and projects.
- Ability to find solutions to **problems** and make **decisions**.
- Ability to **multitask, adapt** and **cope with challenging situations**.



Potential Career Opportunities

- Next levels: Store Manager and General Manager.
- Other retail, customer service and management opportunities in a large network of more than 485 Canadian Tire stores across the country.
- Career opportunities across the larger Canadian Tire family (Canadian Tire Petroleum, PartSource, Mark's, FGL Sports Ltd, Canadian Tire Corporation Limited and Canadian Tire Financial Services).

Physical Demands and Working Conditions

In compliance with the store's Health and Safety Policies and Procedures:

- Standing/walking for 8 hours.
- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise items may vary in weight from "light" to "heavy".
- Lifting and turning repeatedly throughout the shift.
- Lifting above the shoulder, from floor to shoulder and floor to waist.
- Walking and carrying at the same time and pushing/pulling as required.
- Twisting, turning, reaching and working above shoulder level.



Competency Profile

Customer experience:	Holds team members accountable for providing excellent customer service and recognizes those who excel in it. Coaches team members on how to display appropriate customer service behaviours. Constantly reinforces the need to prioritize customers and sets up realistic expectations on task delivery. Shares customer feedback makes suggestions to attract and improve the level of customer service and acts on those suggestions. Works as a team with other departments to provide excellent customer service. Supports team members to build their knowledge and abilities to deal with challenging customers.
Honesty, integrity, respect:	Encourages a culture of openness, fairness and equality within own department. Encourages the team to follow the line of authority. Openly shares opinions with the General Manager and Dealer, even when in disagreement. Speaks respectfully to others by using professional language and coaches' team members to do the same. Shows respect for cultural and religious differences. Takes ownership of mistakes, learns from them and coaches the team to do the same. Explains the Confidentiality and Privacy Act and the consequences of non-compliance. Encourages team members to report negative behaviours.
Leading and managing:	Understands and takes ownership of General Manager/Dealer's direction and communicates its meaning to the department. Sets appropriate timelines, delegates' responsibility and supports team members by balancing needs for autonomy and guidance and providing the tools and resources needed to perform tasks. Recognizes the achievement of team goals and individual performance in the department. Works actively with team members to achieve department and store goals. Displays a consistent positive attitude and strong work ethic and achieves goals and follows up on requests in a timely manner. Creates a department climate in which people are inspired to do their best.
Growing the business:	Takes ownerships of budget and monetary constraints in light of department goals and objectives. Uses tools available to provide recommendations to the Management Team about profitability. Is aware of key factors impacting department sales and overall store success and shares information with team members. Reviews and compares current department productivity and sales factors with previous years and makes recommendations based on his/her understanding of the market and department. Thinks in terms of productivity, profit/loss and merchandising principles when coaching team members on retail basics and product placement.
Problem solving and decision making:	Knows and understands the type of decisions he/she is empowered to make (customers, staffing, etc.) within the guidelines established by the General Manager or Dealer. Anticipates issues and delivery time and makes timely decisions that are aligned with legal requirements and regulations and Canadian Tire Store policies. Knows when guidelines may be overridden at times to ensure customer satisfaction. Consults team members to get buy-in on issues directly impacting them. Identifies available resources and tools to solve problems and coaches team members on how to use them. Uses appropriate corporate tools and resources and relevant factors when making decisions and resolving issues permanently.
Motivating and coaching:	Takes action to develop self and team members. Coaches team members to develop new skills and improve their performance. Regularly provides informal and constructive feedback on performance in a motivating way. Regularly recognizes the efforts and contributions of team members and rewards them. Utilizes formal training, performance reviews and employees rewards to develop the team and self and encourages the completion of learning plans. Engages in self development activities and asks for feedback about own performance. Is aware of own communication style and its impact on team members.
Adaptable:	Coaches team to deal with setbacks, challenging situations and to maintain a positive attitude. Keeps self and others calm and focused on responsibilities and manages the department activities to relieve some pressure on team members. Speaks positively about changes, encourages team members to adapt to them and regularly suggests changes to improve the department and/or store. Is aware of team members' and own limits, knows when to support them and when to ask for help. Addresses conflicts in a timely manner. Quickly adapts to shifting priorities and re-allocates employees' tasks accordingly. Adapts to different management and communication styles and help teams members do the same.
Work as a team:	Supports and promotes a team-oriented culture within the department and within the store. Helps to resolve issues between employees and stays neutral. Shares credit with the team when speaking with others. Adapts interpersonal style to suit others and develops supportive relationships. Creates a pleasant environment by using humour appropriately. Encourages team members to share information and provide feedback on how to improve things in the store/department. Helps other departments when appropriate. Leads by example by demonstrating empathy and consideration towards everyone in the store.
Plans, organizes, delegates, follows up:	Reviews budget and plans staffing, work and tasks in order to meet the Management Team's goals and timelines. Walks the department on a daily basis to understand what needs to be accomplished. Creates weekly and monthly work schedules for self and employees aligned with department goals and delegates tasks based on skills, time available and preferences. Creates daily employee task lists and follows up regularly to ensure progress. Multitasks by focusing on both customer service and tasks and coaches team members to do the same.
Takes action and delivers results:	Understands General Manager's plans to improve store results and takes ownership of his/her own department responsibilities and results. Sets up daily and weekly goals for the department that are aligned with the overall store plan and clearly communicates those goals to the team. Provides General Manager or Dealer with regular updates on progress and obstacles. Willingly tackles difficult tasks and challenging goals by focusing on achieving results. Passes on a sense of urgency to achieve results by setting a productive pace of work. Shows a strong desire to have an attractive, clean and well-labeled department.

Accountable: Leads by example by following the direction and the established guidelines, rules, policies and procedures set out by General Manager and Dealer. Shares ideas, suggestions and concerns to improve the guidelines, rules, policies and procedures in the store, when appropriate. Clearly communicates and enforces rules, policies and procedures to team members, explains their rationale and importance of following them. Follows established guidelines and processes with team members that do not comply. Understands legal and health and safety regulations, enforces them in the department and coaches team members to comply. Encourages team members to participate in the Health and Safety Committee.

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