



Retail Market General Manager

Location: Crowsfoot General Store

Job Description:

- Oversee daily general store operations.
- Develop strategies to increase foot traffic and grow profitability.
- Provide and lead with superior customer service.
- Resolve customer complaints and concerns with patience and understanding.
- Ensure all staff members receive proper training, coaching, leadership and motivation, in accordance with Corporate philosophy and retail standards.
- Ensure all grocery items are displayed in a way to achieve maximum sales and profits.
- Be accountable to planning and achieving financial goals and budgets for the General Store.
- Create appropriate purchase orders based on customer demand, sales and current inventory.
- Receive all incoming orders and inspect for freshness and quality. Reconcile the order with invoice and purchase order. Ensure pricing, inventory, barcodes and other relevant settings are accurate in the POS.
- Ensure proper maintenance and cleanliness of all equipment.
- Create schedules in accordance with labour objectives and staff strengths and abilities.
- Maintain a clean, safe, organized and well-groomed working environment.
- Liaise updates, processes and relevant information through memos and SOPs to staff and management.
- Liaise necessary updates, achievements and challenges to the Corporate team.
- Comply with Health and Safety standards and procedures.
- Determine areas of improvement for various departments and staff. Execute a plan to address concerns
- Restock in-store inventory using FIFO method.
- Coordinate sales promotions and competitive pricing.
- Handle monetary transactions during operating hours such as cash, debit and credit at the establishment level.
- Adhere to Ignite Group of Brands internal cash handling policies and procedures.
- Ensure all products are fresh, clean, forward facing, correctly priced and meets quality standards.
- Check for expired and short-dated products. Remove waste from inventory when applicable.
- Work in collaboration with the Marketing Team to plan and execute marketing strategy. This includes promotions, social media campaigns and similar marketing efforts.
- Work with Crowsfoot Smokehaus team to collaborate efforts for cross-promotion.
- Have in-depth knowledge of POS and other required equipment.
- Build and maintain positive relationships with new and existing vendors.
- Other duties as assigned by Direct Report.