

FRONT END MANAGER

Reports to: General Manager of Mission

Start Date: Immediately

Scope of the Position

The Front End Manager is responsible for supporting all Cashiers. They will be responsible for coordinating the day to day activities of the front end and to ensure exceptional customer service. Through visibility and involvement with customers and employees, they will maintain accuracy of point of the sale procedures, paperwork and cash in/out procedures.

The schedule will vary.

Roles & Responsibilities

- Promoting and encouraging strong professional relationships between employees and customers including retail, professional, and contractor customers
- Supporting cashiers completing all point of sale procedures with focus on transactions and inventory accuracy
- Checking all customers leaving the building to ensure all product has either been invoiced or processed through at POS
- Troubleshooting the POS system when required
- Ensuring accurate scanning practices are adhered to
- Supporting the hiring, onboarding and training of qualified cashiers
- Ensuring appropriate training, leading and coaching where gaps in performance exist
- Producing weekly cashier schedules as per the store requirements through effective forecasting (peak demand and promotional events) while staying within budgeted hours
- Organizing and leading quarterly staff meetings
- Evaluating performance, and develop performance plans as required
- Working with the Loss Prevention Manager and provide training to staff members regarding the security procedures to be followed in case of robberies, shoplifting, and disrespectful customers
- Ensuring customers receive the highest level of service and quick response to their needs
- Following up on customer inquiries and/or complaints in a timely manner
- Setting clear expectations for service and sales performance results
- Communicating targets and priorities
- Participating in regular training
- Assisting the General Manager/Store Manager as assigned

Requirements

- Minimum 2 years retail supervision experience
- Home Improvement / Building Centre background helpful but will train the right candidate

- Relevant cash handling experience
- Strong work ethic, sense of responsibility and attention to detail and confidentiality
- Proficiency with computers and Microsoft Office
- Able to work collaboratively with multiple departments
- Efficient in prioritizing tasks and time management
- Computer literacy in Microsoft office, Excel and POS systems
- Exceptional customer service skills
- Strong leadership, interpersonal, communication and follow through skills

How to apply:

Please submit resumes directly to the Store Manager

Scott Slade @ scott@buildingsupplies.ca