

## **Assistant Manager – Yupik, 1385 Louvain W. Montreal**

We are seeking someone to make sure our location operates effectively, and that we keep our customers happy. Responsibilities include training employees, monitoring inventory and merchandising based on demand and analyzing consumer behavior to ensure our location meets and exceeds expectations.

### **Responsibilities**

- Assist in planning and implementing strategies to attract customers and increase overall effectiveness
- Assist in coordinating certain activities while performing daily service operations such as sales processes, orders and invoicing and payments
- Monitor and maintain inventory by merchandising and stocking shelves in a timely fashion
- Greet and assist walk-in and on-line customers to find the right products while promoting sales and our brand
- Handle and resolve effectively complaints from customers
- Analyze customer behavior, trends and use information to make recommendations to Management
- Prepare products, labels, bags and allergen assessment to be used in packing process
- Conduct regular checks to ensure the store is functionable, presentable and safe by ensuring the cleanliness
- Make sure all employees adhere to company's policies and guidelines
- Open and close the store and cash includes but not limited to cash deposit
- Perform other tasks as required

### **Requirements**

- DEC (College degree); certification in retail operations or sales will be an asset or a combination of education and pertinent work experience will be considered
- Proven experience in retail sales or customer service of 2 years
- Proficiency with MS Office, Excel intermediate level, systems and equipment
- Excellent verbal and written communication skills in both French and English
- Knowledge of merchandising and stocking techniques
- A dedicated team-player who is customer centric
- Organizational and time-management skills with demonstrated abilities of accuracy, flexibility and initiative
- Available to work evenings and Saturdays
- Regular use of phone and email, hearing and vision within normal ranges, must be able to pull, lift to 25 lbs for moving products from the warehouse to around the site.