



Job Title: FH Fine Food Assistant Manager

Division: Sales and Services

Department: FH Fine Food

Responsible To: Retail Manager

Role Summary

The FH Fine Food Assistant Manager reports to the Retail Manager is responsible for overseeing the day-to-day operations of FH Fine Food. This role is responsible for the administration, supervision, customer satisfaction, product quality assurance, store maintenance and health and safety compliance.

Responsibilities

- Effective and efficient administration and leadership of associates and functions of the store
- Assist with the hiring, training, coaching and development of a successful and enthusiastic team, engaging in performance management and positive coaching and counseling as needed
- Manage scheduling in accordance with employment policies and budget targets
- Ensure that all time management and payroll processes are carried out in an accurate manner
- Assist in development and implementation of department orientation and training
- Serve as an individual contributor and department role model by performing technical or functional job duties including assisting customers, restocking inventory and completing transactions
- Greet and assist customers in a manner that models exemplary conduct to other associates
- Ensure that hourly associates clearly understand their job roles, responsibilities and performance expectations
- Coach and develop associates through career development and advancement opportunities
- Maintain store appearance and product presentation
- Ensure merchandise is always presented neatly and that items are priced correctly
- Initiate and oversee controls such that losses and shrinkage are minimized
- Attract customers with creative display layouts, following display schedules, constructing or assembling prefabricated display properties
- Increase sales, expand markets and promote business to meet goals within provided guideline
- Responsible for ensuring all associates receive cash handling and point of sales training
- Help customers by providing information, answering questions, obtaining merchandise requested, completing payment transactions and preparing merchandise for delivery
- Prepare sales and customer relations reports by analyzing and categorizing sales information, identifying and investigating customer complaints and service suggestions
- Ensure store is maintained to the highest standard of repair, maintenance and cleaning
- Maintain inventory by checking merchandise and anticipating customer demand
- Ensure monthly inventory counts are conducted in a timely and responsible fashion and investigate and correct discrepancies in the count
- Implement and maintain a process for checking deliveries and packaging slips
- Manage the home delivery program
- Balance sales and track revenue daily
- Accountable for authorizing all refunds



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- Together with the Retail Manager forecast and manage the budget
- Maintain quality service by establishing and enforcing store standards
- Assist the Retail Manager and marketing team in developing advertising and promotional plans to maximize retail sales
- Monitor the retail loss prevention program to minimize instances of theft or loss of inventory
- Make sure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Diploma or degree in retail management or business
- Minimum of 3 years of retail management experience
- Grocery experience is considered an asset
- Minimum of 2 years of retail sales experience within a specialty environment
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with point of sale software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance



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- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.