



FRIDAY HARBOUR™
All Seasons Resort

Job Title: FH Fine Food Supervisor

Division: Sales and Services

Department: FH Fine Food

Responsible To: FH Fine Food Assistant Manager

Role Summary

Reporting to the FH Fine Food Assistant Manager, the FH Fine Food Supervisor is responsible for assisting in the day-to-day operations of FH Fine Food. This role has an overall responsibility for supervising a shift in FH Fine Food in cooperation with the Retail leadership team. Reporting to the Assistant Manager, this position provides guidance and direction to associates.

Responsibilities

- Oversee daily department operation, including start of shift briefings, assignments, bill discrepancies and end of shift cash remittances
- Greet and assist customers in a manner that models exemplary conduct to other associates
- Educate associates on customer service and product lines, ensuring exceptional customer service and up-to-date product knowledge
- Assist in ensuring FH Fine Food is appropriately stocked to meet customer interests and needs
- Maintain store appearance and product presentation ensuring that merchandise is always presented neatly and that items are priced correctly
- Serve as an individual contributor and department role model by performing technical or functional job duties such as assisting customers, restocking inventory, completing transactions and preparing merchandise for delivery
- Work with the leadership team to ensure that associates are trained and clearly understand their job roles, responsibilities, and performance expectations
- Address guest concerns and requests timely, helping by answering questions, obtaining merchandise and providing information
- Promote sales by demonstrating merchandise and products to customers
- Provide constructive feedback to associates to help them develop their skills
- Ensure that department goals are communicated, understood, and met by associates
- Coach and counsel associates on work related concerns to ensure satisfaction and productivity
- Assist in preparing and presenting performance management documentation to associates
- Assist in preparing work schedules and payroll, ensuring accuracy, adjustments and distribution
- Issue and distribute uniforms and ensure associates are following grooming standards
- Ensure monthly inventory counts are conducted in a timely and responsible fashion and investigate and correct discrepancies in the count
- Assist with maintaining the process for checking deliveries and packaging slips
- Support the Assistant manager with the home delivery program
- Balance sales and track revenue daily
- Maintain quality service by establishing and enforcing store standards
- 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



FRIDAY HARBOUR™
All Seasons Resort

- Other duties as assigned

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

- High School Diploma
- Diploma or degree in retail management, business or hospitality an asset
- Minimum of 3 years of retail sales experience
- Grocery experience is considered an asset
- Previous leadership experience within a retail environment required
- 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
- 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.