

Job Description

Job Title:	Assistant Manager International News and Dispensary
Department:	Federation of Students
Reports To:	Manager International News and Dispensary
Jobs Reporting:	25 part time staff
Salary Grade:	USG 6
Effective Date:	December 2017

Primary Purpose

The Assistant Manager International News and Dispensary is responsible for leading 25+ part time staff provide service excellence for guests of International News owned by the Federation of Students. In addition, the AM Inews and Dispensary will assist with the assigned managerial duties for the Dispensary Café. These are two high volume outlets serving over 2000 guests/day with over \$1.7M in combined annual sales. The International News outlet operates on a 24/7 basis on main campus, while The Dispensary Café operates while school is in session on the School of Pharmacy in Kitchener. The position is responsible for areas of in store operations including staffing, inventory management, delivering excellence in customer service and executing any other programs the outlets offer.

Key Accountabilities

Store Operations

- Create/promote store standard operating procedures amongst part time staff within outlets to ensure a timely experience for outlets (e.g. how to bake pastries, clean coffee pots, OLG, POS transactions etc...)
- Promote franchise operating procedures, AGCO/Health/Safety laws, and Feds/University of Waterloo policies, procedures and visions within operations
- Responsible for the execution of offers/promos outlets may run and training staff on such programs
- Supervise in-store cash control and ensure cashiers are performing accurate cash outs
- Provide daily coaching and motivation towards staff to ensure outlets deliver excellence in service
- Fulfil role of store manager, when required.

Inventory Management

- Responsible for placing 6-8 orders a week with core suppliers (\$4000+) and supervise the facilitation of small orders performed by supervisors
- Supervise the merchandising of all received inventory in terms of recording what is received and shelving products as per planograms
- Promote FIFO inventory control and ensure proper rotation of merchandise
- Procure “new to market/high demand products” in collaboration with store manager and marketing
- Understand and merchandise seasonal goods and sales levels to optimize shelves and lower carry cost
- Negotiate with 10+ vendor sales reps to lower unit price of products
- Responsible for accurately adding new items to POS database as per store hierarchy and product attributes

Staff Management

- Directly responsible for hiring, training, scheduling of 25-part time staff members. Due to cooperative education, store may experience high turnover.

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- Ensure student class/exam schedules are received termly and scheduling does not conflict with student class schedules.
- In conjunction with store manager, performs termly evaluation of all part time staff
- Responsible for achieving budgeted scheduling by ensuring labour costs are proportional to sales dollars per hour

Required Qualifications

Education

- University or college education required with preferred field of study in business, hospitality, finance or retail. Safe food handling required.

Experience

- Minimum of 2 years of retail management experience in a high volume/big box store.
- Leader in cash, inventory and labour controls.
- Experience with modern POS systems.
- Intermediate knowledge of Microsoft Office Suite.

Knowledge/Skills/Abilities

- Competencies include outstanding customer service skills, excellent organizational skills, attention to detail, and strong administrative abilities. Must have excellent interpersonal, leadership and communication skills.

Nature and Scope

- **Contacts:** Maintains positive relationships with suppliers, on campus partners and Feds support departments
- **Level of Responsibility:** This position is responsible for the overall front line operational levels of International News & The Dispensary Café.
- **Decision-Making Authority:** Primary decision maker for in store decisions including, clearing out merchandise, approving schedule changes, placing orders, dealing with customer service matters.
- **Physical and Sensory Demands:** Typical physical demands of a retail/food outlet. Heavy lifting of equipment/products may be required.
- **Working Environment:** Fast paced, changing working environment within a student focused organization. Some evening/weekend work may be required.