



Job Description

POSITION: Store Manager

REPORTS TO: Regional Director

STATUS: Full-Time/Salaried Position

JOB OVERVIEW:

The Store Manager is committed to achieving RONA's goals for Sales and Standards, by overseeing overall store operations including team members and RONA customers, financial performance, inventory management, and operational adherence to Rona's policy and standards, and growth in market share. The Store Manager is primarily responsible for providing effective day to day management and operational leadership through involvement and interaction with staff and customers on the sales floor.

QUALIFICATIONS:

The successful candidate will possess;

- Positive attitude and proven ability to provide exceptional customer service, both personally and by empowering team members
- Flexible availability based on store needs (including evenings and weekends)
- Exemplary listening, communication & interpersonal skills
- High energy level individual that is active and prepared to be on store floor monitoring and providing direction to others.
- Ability to handle stress experienced dealing with day to day issues and balancing multiple priorities
- Leadership capabilities. Proven ability and commitment to managing the performance of others; able to motivate, train, and coach others to a higher level of success and accountability
- Effective time management and problem solving skills; monitors progress and adjusts for concerns
- Proficient computer skills and basic math skills
- General knowledge of the building construction industry
- Understands and promotes Rona's financing options available to customers
- Has a high sense of urgency and drive; able to set priorities and deliver results within deadlines
- Ability to perform work duties that involve stretching, bending, lifting, and carrying medium to heavy products
- Overall knowledge of the business' strategic position in their market
- Retail management and sales experience in the Hardware and Renovation industry (preferred)
- Knowledge of inventory management, purchase ordering and receiving experience (preferred)
- Organizational and analytical skills. Knowledge and experience in preparing budget, reading financial reports, and analyzing data
- Knowledge of RONA Store Operation Standards (preferred)
- Equipment experience (Forklift, Reach, Picker, Cut Shop equipment preferred)
- First-aid certification (preferred)

Created: June 2010

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RESPONSIBILITIES:

The successful candidate will be able to;

Service

- Demonstrate and encourage RONA values by considering them in every store decision made and by ensuring team members are encouraged to do the same
- Encourage store team to provide excellent customer service to all RONA customers to ensure that they have a superior shopping experience
- Support management team by responding to customer concerns that are out of their scope of decision making; responds in an appropriate manner to ensure customer satisfaction

Training and Development – Staff Development and Coaching

- Participate in regular professional development and training – including computer assisted training
- Provide opportunity for training. Oversee and follow up with Managers to ensure team members are attending RONA Training Programs
- Develop each team member to maximize individual and team contribution. Includes training, motivating, and coaching. Set clear expectations for performance results
- Provide regular feedback and coaching as well as corrective feedback and discipline when necessary

Budget Control and Planning

- Effectively anticipates store needs within store's labour budget
- Ensure appropriate staffing within departments by considering peak demands, promotional events, and wage expenses
- Work together with Management team to maximize profitability; work within budgets and control expenses through close monitoring of labour, inventory management, overhead and other store expense
- Communicate store needs, strategies, and priorities to the management team and plans for implementation and action; follows up as necessary
- Review reports, and with Managers and Team Leaders, develops action plans to improve performance including: increasing sales, managing wage and other expenses, improving customer survey ratings, fill rates, inventory turns, and revising local marketing strategies and initiatives

Forecast Store Needs and Recruitment

- Oversee and maintain RONA's Store Operation Standards and Initiatives. Communicate store needs and priorities to floor staff and plans for implementation and action; follows up as necessary
- Chair and participate in meetings (Management and Team Leader meetings, Store meetings, Shrink, and Department Walks). Delegate tasks, initiatives, and follows up to ensure completion
- Provide input into development and provides recommendations to Home Office and volunteers for steering committees to investigate change initiatives
- Work together with management to determine hiring needs, recruit and hire Team Leaders and Managers when necessary
- React to any events that may affect the department by providing solutions and corrective actions
- Complete Store Walks with the Management Team to encourage communication and discuss any issues, changes or future plans
- Participate in store committees (Customer Service Committee, Joint Health and Safety Committee, Social Club)

Business Development and Strategic Awareness

- Develop annual budget for presentation to Director of Operations and Finance. Provide factual rationale for recommendations based on history, market/economic conditions and trend analysis
- Develop a local market positioning strategy in line with corporate objectives to grow profitable sales and increase market share

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Inventory Management and Merchandising

- Maintain current market trend knowledge and knowledge of competitor strategies; utilizes these to develop creative marketing approaches
- Set merchandising standards, within corporate guidelines, for the store and monitors to ensure compliance

Health and Safety

- Follow all RONA policies and procedures as outlined in the Employee Handbook, National Health and Safety Guide, Code of Conduct, and any other corporate communication
- Ensure safe work practices are adhered to by all team members and that safety training and personal protective equipment are available to all team members

CORE COMPETENCIES:

Rona's Values

Service
Unity
Respect
Search for the Common Good
Sense of Responsibility

Leadership Competencies

Managing Vision and Purpose
Emotional Intelligence
Ethical Leadership
Managerial Courage (Candid Communicator; Results Orientated)
Inspiring and Developing Effective Teams
Decision Making; Planning and Accountability

Operational Competencies

Financial Acumen
Marketing
Merchandising
Inventory Management
Shrink
Customer Service
Business Development and Strategic Awareness
Sustainability Orientated
Health and Safety
Planning

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