



## **Job Description**

**POSITION:** Operations Manager

**REPORTS TO:** Store Manager

**STATUS:** Full-Time/Salaried Position

### **JOB OVERVIEW:**

The Operations Manager is committed to achieving RONA's goals for Sales and Standards, by overseeing specific Back End departments designated by the Store Manager as well as sharing MOD duties. The Operations Manager will develop and maintain a high level of customer service and productivity to maximize sales and gross margin through developing and maintaining effective teams to provide customers with the best shopping experience possible.

### **QUALIFICATIONS:**

**The successful candidate will possess;**

- Positive attitude and proven ability to provide exceptional customer service
- Flexible availability based on store needs (including evenings and weekends)
- Exemplary listening, communication & interpersonal skills
- Leadership capabilities. Proven ability and commitment to managing the performance of others; able to motivate, empower, 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
- A high sense of urgency and drive; able to set priorities and deliver results within deadlines and remain calm in stressful situations
- Ability to perform work duties that involve stretching, bending, lifting, and carrying medium to heavy products
- Has overall knowledge of the business' strategic position in their market. General knowledge of the building construction industry; trends, products, application techniques, & projects (preferred)
- Retail management and sales experience in the Hardware and Renovation industry (preferred)
- Knowledge of purchase ordering, warehouse receiving and shipping experience (preferred)
- Knowledge of RONA Store Operation Standards (preferred)
- First-aid certification (preferred)

### **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 team members to provide excellent customer service to all RONA customers to ensure that they have a superior shopping experience. The Operations Manager promotes and utilize RONA's Service Initiatives by leading by example and empowering team members
- Respond to customer concerns in an appropriate manner to ensure customer satisfaction

Created: June 2010

Job Descriptions are a general list of tasks and responsibilities associated with the position and do not always represent the total duties of the role. We encourage all Managers to strive to strengthen these competencies for one's career development at RONA.

#### Training and Development – Staff Development and Coaching

- Participate in regular professional development and training – including computer assisted training
- Provide opportunity for training. Oversee and/or set up formal/informal vendor training and follows up with Team Leaders on RONA training programs
- Develop each team member to maximize individual and team contribution. Includes training, motivating, and coaching. Sets clear expectations for performance results
- Provide regular feedback and coaching as well as corrective feedback and discipline when necessary

#### Labour Budget Control and Scheduling

- Effectively anticipates and schedules department needs within department's labour budget
- Ensure appropriate staffing within department 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

#### Forecast Store's Needs and Recruitment

- Oversee and maintains RONA's Store Operation Standards and Initiatives. Communicates store needs and priorities to floor staff and plans for implementation and action; follows up as necessary
- Work together with management to determine hiring needs, recruit and hire new team members when necessary
- React to any events that may affect the department by providing solutions and corrective actions
- Attend scheduled meetings (Management and Team Leader meetings, Store meetings, Shrink, and Department Walks)
- Participate in store committees (Customer Service Committee, Joint Health and Safety Committee, Social Club)
- Conduct department walks with Team Leaders to encourage communication and discuss any issues, changes or future plans
- Perform MOD duties including directing store operations in the Store Manager's absence; opening or closing the store, closing down computer systems, locking and shutting down the building
- Manage the building maintenance at low cost and oversee repair, maintenance and renovation costs
- Manage regular merchandise receiving which includes: registering, stacking, storage, damage prevention, stock shortages/surplus, orders on hold, administration, forklifts, supplier returns, special orders and purchases (areas that are designated by Store Manager)

#### Inventory Management and Merchandising

- Maintain current market trend knowledge and knowledge of competitor strategies; utilizes these to develop creative marketing approaches
- Identify potential sources of inventory losses and implements corrective measures as required
- Work with Order Team to ensures product availability to control departments' inventory levels effectively
- Follow up on Stock-out and inventory control for departments. Shrink conscious and works diligently to reduce loss
- Report and corrects any product display inaccuracies. Oversee inventories and investigate and correct any reported inventory discrepancies
- Develop action plans for store aspects such as procedures, control, inventories, management
- Ensure that price policies and weekly price modifications are observed and carried out, to ensure that changes are registered correctly

#### 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
- Chairperson for the Occupational Health and Safety Committee

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## 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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