

# Retail Store Manager – Full Time



**Job Type - Full Time, Shift Work**

**Location - MacKay's Retail Store, 220 1 Street West, Cochrane**

**Wage - \$24 to \$27 Hourly, benefits available upon completion of 3-month probationary period**

## Position Description

Leading a front-line team, the Retail Manager is responsible for all human resource requirements within the retail store. Creating a positive and lasting experience for customers, and managing the retail store's sales, operational, quality control standards, and visual appearance. This role is an ambassador for both the business and town due to the visitor volumes

## About MacKay's

Passionate family commitment and a delicious recipe have paired to make MacKay's ice cream a great tradition for over 75 years! Deep-rooted in its geography, MacKay's ice cream is still made in Cochrane using 100% Western Canadian high butterfat cream, in small batch machines with hand-thrown ingredients.

Open year 'round, the peak of MacKay's business is between May long weekend and September long weekend, during this time the store is open 7 days/week, with a focus on evenings, weekends, and holidays!

## About the Role

You will help lead a frontline team in a fast paced, customer service based, family business:

- Foster a work climate that inspires enthusiasm, mutual trust, respect, professionalism, and teamwork to achieve goals
- Balance tills and oversee retail sales transactions
- Determine staffing requirements, hire, train, and schedule. Provide remedial training or disciplinary action when necessary
- Provide mentoring and assistance to the Assistant Manager, Keyholders, and Scoop Staff
- Understand, support, and ensure compliance of all company, and applicable government policies and procedures; including, but not limited to, Employment Standards, AHS Food Safety and OHS
- Maintenance of store equipment, including freezers
- Ensure that excellence in customer service is provided
- Monitor product, supply, and merchandise inventory
- Assist with development and implementation of sales and marketing strategies, including social media presence
- This is a seasonally driven position. During peak season shifts will include evenings, weekends and holidays

## About You

- Previous Retail Management experience in a fast-paced environment
- Excellent customer service and interpersonal skills
- Working knowledge of Microsoft computer programs, cash register & POS systems
- Knowledge of Alberta Health Services food service regulations & AHS food sanitation and hygiene certificate
- First Aid/CPR Certification
- Previous experience working with or leading a team of young adults
- Clean drivers abstract required for use of the company refrigerated truck unit (class 5)
- Physically fit – scoop ice cream, be on your feet for long periods and lift/move tubs of ice cream and other supplies

## Additional Assets

Previous experience or knowledge of these areas would be beneficial in your role as Retail Manager

- Scheduling & communication apps such as Sling
- social media platforms (Facebook, Instagram) as well as general marketing
- College or university level Management, Human Resources, communications, and/or Supervisory Skills courses
- Work well under pressure and deal with unexpected situations in a positive and professional manner
- In addition to fluency in English, speaking a second language can be helpful as our shop is a tourist destination

***Please submit resume in store, or email to [meghan@mackaysicecream.com](mailto:meghan@mackaysicecream.com)***

***Thank you for your interest, only candidates selected for an interview will be contacted***