



# Job posting Manager, Stollery Kids Store

Helping to give all kids the best chance to live a long and healthy life — that's what we do at the Stollery Children's Hospital Foundation. Is that what you want to do, too?

## The position

Reporting to the director, corporate gifts & sponsorship, the manager, Stollery Kids Store is responsible for the management and operation of the Stollery Children's Hospital Foundation's Stollery Kids Store (SKS) located in the Stollery Children's Hospital. In addition to sales, customer service, financial transactions and cash handling, the SKS manager is also responsible for product management, inventory, merchandising, loss prevention, annual budgets, leadership and staffing.

Everything we do is for Stollery kids and their families. As a member of our team, you'll work in a trust-based, collaborative culture, with solution-focused team members who encourage ideas, take initiative, embrace change and celebrate successes.

*The Stollery Children's Hospital Foundation is strongly committed to an inclusive, respectful and equitable workplace that represents the communities we serve. We value applicants with a diverse range of skills, experiences and competencies, and especially welcome applications from racialized persons/persons of colour, Indigenous Peoples, persons living with disabilities, LGBTQ+ persons and others who may contribute to the further diversification of ideas.*

## Key responsibilities

### Sales & Customer Service

- Develop retail campaigns and strategies to drive incremental store traffic and sales
- Provide outstanding customer service when assisting customers and processing sales transactions
- Answer inquiries and provide information to potential volunteers
- Create awareness and promote the unique role of the Stollery Kids Store in supporting the Foundation's brand, vision and mission; this includes communicating the impact of purchases
- Promote and receive financial donations for the Foundation, and ensure timely submission of all donations to the finance team
- Promote and ensure accuracy of sales and information for Mighty Millions Lottery campaigns

### Financial Transactions & Cash Handling

- Ensure adherence to cash handling policies, processes and procedures
- Monitor, manage and ensure timely follow-up regarding daily balances, overages and shortages
- Work directly with the finance team to reconcile daily deposits
- Ensure adherence to all payment handling procedures for Mighty Millions Lottery campaigns

### Product Management

- Research and identify new products, trends and promotional opportunities, keeping the SKS's inventory current and fresh.



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- Manage the order process for products based on customer and Foundation demands and inventory levels
- Process all purchase orders and receiving in Lightspeed Point of Sale, ensuring accuracy of inventory and accountability for full inventory cycles
- Determine appropriate pricing for products that imparts a market competitive margin and supports financial targets for store operations and budget
- Handle and process damaged and returned products to ensure inventory and accounting accuracy
- Stock, manage and process orders through the SKS's e-commerce site (stollerykidsstore.com)

### **Inventory & Merchandising**

- Understand sales cycles, product mix and inventory management, ensuring the right product is available at the right time in order to meet customer needs, sales demands and financial targets
- Ensure that optimal amounts of inventory are effectively displayed and available for purchase on the SKS e-commerce site
- Ensure effective use of in-store displays to create awareness of the Foundation while maximizing sales
- Manage storage and transportation of inventory; ensure transparent and effective tracing and tracking processes are in place

### **Loss Prevention**

- In collaboration with Hospital stakeholders and the director, corporate gifts & sponsorship, ensure an effective loss prevention plan and strategy exists for the store, and that all staff are informed and properly trained
- Create merchandise displays that support loss prevention strategies

### **Leadership**

- As a member of the management team, be an example for others and represent the Foundation's values and leadership competencies at all times
- Directly lead, recruit, mentor and coach a retail team who collaboratively works to ensure a vibrant retail presence in the Stollery Children's Hospital
- Lead a dedicated and measurable approach to individual and team development and growth; address performance issues in a timely, respectful, appropriate and thorough manner that aligns with the Foundation's performance management and HR practices
- Communicate and celebrate successes as a way to acknowledge the team's efforts and motivate future achievement
- Prepare and manage monthly employee schedules ensuring the store is efficiently staffed at all times of operation
- Handle confidential information related to the Foundation, donors, patients, employees, hospital partners, board of trustees, volunteers and other stakeholders in compliance with Foundation policies and procedures
- Support collaboration and teamwork throughout the Foundation and with the Stollery Children's Hospital
- Actively promote, participate in and be an ambassador for all Foundation initiatives (including but not limited to programs, events, advocacy, fundraising, etc.) to build



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relationships and further the work of the Foundation, encouraging the SKS team to do the same

### Annual Planning

- Work directly with the marketing & communications team to develop an annual plan for branded retail products that promote the Foundation's brand and support the achievement of retail targets
- Develop and manage the annual budget for the Stollery Kids Store

### As our ideal candidate, you're someone who is:

- Educated, ideally with a bachelor's degree or diploma in a related field or a combination of equivalent skills and experience; a diploma in retail management would be considered an asset
- Knowledgeable of retail management and has a minimum of five (5) years of retail experience of which a minimum of three (3) years have been in a retail management level
- Experienced in Lightspeed point of sale and e-commerce would be considered an asset
- Knowledgeable of retail budgets, sales, operations, merchandising and staffing
- A team player with a strong focus on customer service
- Able to demonstrate strong written and verbal communication skills with the ability to make compelling presentations
- Able to demonstrate successful implementation and management of retail strategies
- Able to demonstrate excellent leadership skills with the ability to effectively motivate people and lead individuals to achieve objectives
- Able to work with a wide variety of personalities and situations with discretion; a confident, insightful and skilled relationship builder
- Skilled at issues management; is able to identify, report and resolve issues in a timely manner
- Positive with a solution-focused attitude who can take initiative and work independently, yet thrive in a highly collaborative and integrated team
- Flexible and adaptable to changing circumstances and unexpected issues
- Goal oriented; able to demonstrate strong planning and organizational skills; able to translate plans into action
- Open and approachable, self-motivated, accountable, flexible, tactful and politically sensitive
- Computer literate with POS system knowledge and experience in the Microsoft Office suite of products
- Able to lift a minimum of 15 kilograms, has flexibility to bend and reach, is able to pull inventory cart
- Able to stand for long periods of time
- Passionate about children's health and building grassroots movements
- Able to work flexible hours, evenings and weekends as required

### Additional information

- Our successful applicant will be required to undergo a background and credit check
- Our successful applicant will be required to maintain a valid passport and class 5 driver's license and have access to a properly insured vehicle



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If this position describes you and you're motivated to make a difference in the lives of children, we invite you to submit your cover letter and resumé. This position will remain open until January 31, 2023 or we find a qualified candidate who's a great addition to our culture.

**To apply, please email: [Jobs@stollerykids.com](mailto:Jobs@stollerykids.com)**

**\*\* Enter "Manager, Stollery Kids Store" in the subject line.**