

Retail Store Manager

Nadège Patisserie is boutique bakery and retailer that combines the art of French pastry with fresh, modern panache.

We are seeking a dynamic, skilled and experienced **Store Manager** to join our talented and growing team! For more information about our organization, please visit our website: <https://www.nadegepatisserie.com/>.

LOCATION: Yorkdale Shopping Centre: 3401 Dufferin Street

Responsibilities:

- Responsible for leading sales volume growth and creating a positive customer experience.
- Require approximately 6 hrs/week of office time and the remainder will be spent managing Front of House. This role requires managers to provide hands on support on sales floor.
- Train and manage team members in delivering exceptional sales, customer service and product knowledge.
- Performs opening and closing duties (3-4 nights a week). Ensures that the store has sufficient product that meets our quality standards, merchandise, and supplies needed to manage an efficient store.
- Ensure the stores is kept clean and organized at all times, all required checklists are fill out properly and any health and safety hazards are addressed in a timely manner
- Responds to any and all emergencies while on shift by directing or performing steps necessary to ensure medical treatment and/or escape routes are available.
- Lead in managing a profitable store, monitoring labour costs, reviewing controllable expenses, and the recruitment and selection process.
- Lead in planning and executing sales promotions and maintaining a positive community image.
- Creates a weekly schedule according to labour guidelines and considers any fluctuations in sales due to holidays or local events.
- Other duties as assigned.

Preferred Qualifications and/or Experiences:

- Minimum high school diploma
- Current/Valid Food Handlers Certificate (OR willing to obtain within first month of employment)
- Current/Valid Standard First Aid and CPR C (OR willing to obtain within first month of employment)
- Minimum 4-7 years experience required, preferably in the restaurant, hospitality business and/or retail and previous supervisory experience is required.
- Proficient in Microsoft Office (includes applications such as Word, Excel and Outlook).
- Ability to train and lead teams
- Excellent customer service and communication skills (written/verbal)
- Demonstrate strong organization, attention to detail, ability to multi-task and problem solving/analytical skills
- Be professional in appearance and attitude, contribute to a positive team atmosphere and treat others with respect and consideration while following company policies and procedures
- Able to lift or move up to 25 lbs
- Must be able to stand and walk for extended periods of time, each shift
- Register and cash handling experience preferred
- Must have availability to work days, evenings, and weekends. Ability to work during peak periods

Job Type: Full-Time

Salary: \$45,000.00 to \$50,000.00/year