



General Manager

Pollock's Hardware has been open for business since 1922 and is known as the 'little hardware store that could'. In 2008, Pollock's was transformed into a co-operative by a group of neighbours and supporters who wanted to see the store stay in the area. Today Pollock's serves a membership of over 4,000 people and organizations. Products range from contractor grade materials to everyday home maintenance supplies, housewares and a local makers section. The store also hosts community events, markets, and serves the local neighbourhood as the only independent hardware store in the North End.

We are offering a challenging opportunity for an entrepreneurial self-motivated individual looking for experience managing a small business enterprise. Reporting directly to the Board of Directors, the successful candidate will be responsible for executing all aspects of the business plan, including: staffing, financial management and reporting, sales and sales promotion, inventory management, promotions and facility management. This is a unique opportunity to grow the store, work with members and benefit the community.

Required Skills and Experience

- Experience working in retail, hardware retail considered an asset
- Extensive knowledge of essential hardware inventory as well as sourcing new products
- Excellent interpersonal skills
- Demonstrated commitment to customer service
- General home repair knowledge
- Excellent verbal and written communication skills
- Able to work independently, self-manage tasks and meet deadlines
- Experience with budgeting and financial reporting
- Minimum 2 years experience managing staff
- Desire to continuously learn and find creative solutions
- Class 5 drivers license

Desired Skills & Experience

- Strong leadership skills and strong sense of self
- Knowledge of co-operatives, including co-operative values
- Experience with POS systems and computers, including MS Excel and basic math skills
- Extremely well organized and dependable
- Interested in helping foster new & existing community partnerships

Education

High School or GED equivalent required. Degree preferred. Workplace Health and Safety Training is an asset.

Physical Demands

Standing, walking, lifting (up to 20kg), using ladders, using stairs.

Responsibilities

The General Manager is responsible for profitably managing the co-op through positively influencing sales and controlling expenses. They define the standard of performance for the store, clearly communicate that expectation to all staff, and evaluate the execution of that performance. They directly supervise, develop, and evaluate all staff.

- Achieve or exceed store sales goals by executing marketing plans and integrating all co-op strategies.
- Build brand awareness and promote company image through partnerships and activities within the community, and by overseeing grassroots marketing activities.
- Drive customer service level throughout the store to ensure customer service meets co-op's expectations.
- Demonstrate respect for staff. Build and maintain morale.
- Execute policies and procedures according to Board direction and follow all Federal, Provincial, and Municipal laws and regulations.
- Drive the store's safety culture. Ensure Board policy on safety is followed.
- Ensure fiscal accuracy of the store by keeping accurate records and securing store assets.
- Manage payroll and expenses. Ensure payroll is managed to budget and that schedules provide for the best possible customer service and overall store operation.
- Provide a clean, neat, and well-stocked place to shop. Keep merchandise in stock with the correct presentation and register ready.
- Manage the performance of the entire staff, write schedules and select and train new staff.
- Responsible for controlling and maintaining store overnight security; i.e. door alarms, management call lists, store alarms, door keys, and safe combinations.
- Participate cooperatively with the Board in developing and implementing business plans, strategies, budgets and events with the goal of meeting or exceeding profit targets. The General Manager is expected to attend monthly Board meetings and prepare a report to the Board.

Please submit your cover letter and resume to chair@phco-op.ca.

Pollock's Hardware Co-op is an equal opportunity employer. Only those applicants selected by the Board for interview will be contacted.