

## **ASSISTANT STORE MANAGER 2 – Winkler**

Full Time Employment Opportunity

Reporting to Store Manager, an Assistant Store Manager is accountable to and assists the Store Manager in the operation of a liquor store that provides excellence in customer service, meeting the beverage alcohol needs of its customers, while maintaining compliance with the Liquor and Gaming Control Act and Regulations as well as the MBLL policies and objectives.

### **Duties:**

- Analyze customer needs based on customers' feedback, suggesting/taking corrective action when required.
- Ensure store environment is customer friendly, professional and in accordance with shelf management policy.
- Implement social responsibility programs.
- Implement marketing programs.
- Meet and exceed customer expectations in a cost-effective manner.
- Build relationships with vendors, licensees, and customers.
- Handle customer complaints at the store level.
- Perform cashier duties when required.
- Provide leadership, establish positive staff morale and build team approach.
- Identify training needs and recommend appropriate action.
- Provide orientation to new employees, on-the-job training and on-going coaching (knowledge/skills acquisition).
- Monitor staff and discuss performance feedback with Manager.
- Recommend action plans to address performance issues and problems affecting store operations.
- Manage store budget.
- Complete performance appraisals on all part-time store employees and provide input to other staff appraisals.
- Work closely with Store Manager in dealing with maintenance and security concerns.
- Manage within the collective agreement.
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

### **Primary Qualifications:**

- Related post-secondary education. (ie. Business Administration) including management, sales and marketing, computer software courses is highly desirable.
- Minimum of two (2) years of retail experience in a supervisory capacity. Experience managing in a unionized environment would be an asset. An equivalent combination of education and experience will be considered.
- Completion of the Basic Product and Higher Certificate courses.
- Computer skills in Microsoft Office products including Outlook, Word, Excel and other MBLL applications (ie. JDE, CSIM).
- Demonstrated understanding of XStore.
- Demonstrated integrity, ability to motivate and manage employee performance, skill in building customer relations, ability to solve problems and make decisions effectively, commitment to promoting continuous improvement and skill in facilitating change.
- Demonstrated ability to plan, organize and execute.
- Must be able and willing to work all shifts.
- The core competencies for this position include achieving quality results, adaptability/managing change, communication, customer service, decision making and problem solving, integrity and building trust, teamwork and cooperation and valuing diversity. Leadership competencies include, building strategic performance, coaching and developing, influencing and leading. These competencies are deemed important for the success of the position and organization.
- Enrolled in, in good standing and completing required courses in the Store Management Development program

### **Secondary Qualifications:**

- Bilingual (French/English) language skills.
- Willingness to relocate within Manitoba.

*\*\*\*All Manitoba Liquor & Lotteries employees may apply. Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

*If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.*

**Salary:** \$25.08 - \$30.85  
**Bargaining Unit:** MGEU

***\*Please note that the successful candidate must reside in the Winkler area\****

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbll.ca](mailto:careers@mbll.ca)

**All applications are due by October 6, 2023.**

We thank all interested applicants, however, only those selected for interviews will be contacted.

*Posted: September 26, 2023*