



Assistant Manager – Job Description

Title

Assistant Manager

Reports To

Store Manager, Campers Village

Summary

The Assistant Manager is responsible for working with Campers Village Management to achieve operational goals and standards. The Assistant Manager provides support to the Store Manager by focusing on the administrative and Human Resources aspects of the management role.

Competencies

- Leadership
- Communication
- Team Work
- Adaptability / Flexibility
- Energy & Stress Management
- Decision Making & Judgement
- Problem Solving
- Accountability & Dependability
- Customer Focus

Job Duties

- Create schedules to ensure adequate and efficient staffing at all times
- Report staff hours to the Payroll department and respond to inquiries
- Recruit, interview, hire, and train retail sales staff as required
- Advise Store Manager on staffing needs and personnel issues
- Assist Store Manager with duties and tasks as required in a retail environment, and assume the role of Store Manager in his or her absence
- Facilitate clear communication between retail floor staff and office staff
- Schedule Product Knowledge sessions with various sales representatives
- Provide expert advice to customers in all areas of the store
- Proactively build and maintain customer relationships
- Ensure that newly-received product is stocked in a timely manner
- Motivate staff and maintain a positive work environment

Requirements

- Some post-secondary education is preferred
- 2+ years experience in retail management
- Continual on-the-job learning is required
- First Aid training is an asset

Work Conditions

- Indoor retail setting; must work on feet for long periods of time
- Overtime may be required during busy periods
- Required to work occasional on/off-site promotional events, including evenings and weekends