



Job Title: Retail Store Manager

Job Description: Leading a front-line team, the Retail Manager is accountable for maximizing sales, creating a positive and lasting experience for customers, and managing the retail store's visual, operational, and quality control standards. The Retail Manager is responsible for hiring, training, scheduling, and mentoring all junior staff. In addition to being an ambassador for the business, this role is also being an ambassador for the Town of Cochrane, due to the high volume of tourists that make MacKay's one of their stops!

About Us: Everybody loves ice cream! And everybody knows the value of following a great tradition. Passionate family commitment and a delicious recipe have paired to make MacKay's ice cream a great tradition for over 70 years! Deep-rooted in its geography, MacKay's ice cream is still made in Cochrane using 100% Western Canadian high butterfat cream, in small batch machines with hand-thrown ingredients.

We encourage our team to be positive and outgoing, with open communication. Open year 'round, the peak of MacKay's business is between May long weekend and September long weekend, during this time the store is open 7 days/week. Following successful completion of a 3-month probationary period, employee medical and dental benefits are available. Free product and staff discounts available at the start of employment!

About the Role:

You will help lead a frontline team in a fast paced, customer service based, family business:

- Foster a work climate that inspires enthusiasm, mutual trust, respect, professionalism, and teamwork to achieve goals
- Balance tills and oversee retail sales transactions
- Determine staffing requirements, hire, train, schedule, and assign duties. Provide remedial training or disciplinary action when necessary.
- Provide mentoring and assistance to the Assistant Manager, Keyholders, and Scoop Staff.
- Understand, support, and ensure compliance of all company, and applicable government policies and procedures
- Ensure that excellence in customer service is provided
- Monitor product, supply, and merchandise inventories
- Assist with development and implementation of sales and marketing strategies, including social media presence
- Due to the seasonal nature of the business this is an hourly position. Starting hourly wage range is \$22 - \$25/hour determined by previous experience

About You:

- Previous Retail Management experience in a fast-paced environment
- Excellent customer service and communication skills
- Working knowledge of Microsoft computer programs, cash register & POS systems
- Knowledge of Alberta Health Services food service regulations
- AHS food sanitation and hygiene certificate
- Clean drivers abstract required for use of the company refrigerated truck unit (class 5)
- Available to work evenings, weekends, and holidays
- Physically fit to keep up with an active position, and the ability to work in a cold environment (this July we scooped over 11,000 litres of ice cream! Moving ice cream requires spending time in our -25° blast freezer!)

Additional Assets:

Previous experience or knowledge of these areas would be beneficial in your role as Retail Manager

- Scheduling apps such as Sling
- social media platforms (Facebook, Instagram) as well as general marketing
- College or university level Management, Human Resources, communications, and/or Supervisory Skills courses
- Alberta Employment standards rules, particularly those that pertain to youth employment
- Leading or mentoring youth groups, or youth teams
- Ability to work well under pressure and deal with unexpected situations in a positive way using effective business sense

Please submit resume in store, or email to meghan@mackaysicecream.com