



Student
Association

Retail Store Supervisor

Title: Store Supervisor

Reports to: Store Manager

FT/PT: Full-time

Permanent/Temporary: Permanent

Wage: \$19.67/hour; 40 hours per week

Who We Are.

Welcome to BCITSA Stand Stores conveniently located at the Burnaby campus. The Stand Central offers a wide selection of drinks (bubble tea, specialty coffees made with JJ Bean beans, Coca-Cola pops and juices), snacks, sweet treats, and tasty meals. The Stand South carries all the snacks you love, plus a wide selection of school supplies to help you succeed at BCIT. The Stand is your convenient choice, wherever you are on campus, and whatever you need. Would you like to be part of this exciting operation on BCIT Burnaby's campus? Join our amazing Stand Store teams!

The Position.

The Store Supervisor is responsible for ensuring that all staff provide friendly and efficient service to retail customers through a positive and professional demeanor, efficient payment processing and possessing a solid product knowledge to answer any questions. You carry out strategies, help change processes, supervise and support staff, problem-solve and address issues associates cannot. You ensure all perishable food and drink items are adequately stocked and handled in accordance with policies. You also have responsibility for the store's cash and safe and rectify any discrepancies. You order supplies and oversee receiving, address any order problems, and do system data entry and updating. Finally, you will also oversee general cleaning and stocking duties.

More specifically, your key duties and responsibilities will be the following:

- Build rapport with customers with authentic, friendly, helpful, and professional demeanour
- Resolve customer questions, complaints and requests; inform Store Manager when necessary
- Develop and maintain a solid product knowledge in order to answer questions when necessary, and assist customers in locating and selecting products

- Perform full cycle of transactions efficiently and accurately
- Ensure store always looks neat and professional
- Collaborate with the marketing department in creating signage and displays
- Prepare store schedule every two-weeks and post it for staff acknowledgement, at least one week prior to each scheduling period
- Provide leadership to retail staff with effective communication, clear expectations and fairness; supervise staff and delegate duties
- Assist in the annual inventory process and conduct spot-inventories throughout the year
- Oversee work relationships with and between staff; address issues in a collaborative manner

Other related duties are the following:

- Understand, follow and enforce all policies and procedures
- Maintain store records and security
- Ensure that office equipment is maintained and meeting operational requirements, and oversee any necessary repairs
- Have staff analyze procedures and make recommendations, then implement as appropriate in collaboration with Store Manager

YOU. Our Successful Candidate.

With a proactive, engaging attitude you are someone who promotes customer service, teamwork, and communication in line with our culture and objectives. You are positive, customer orientated, and resourceful in your abilities to support the operation of the Stands.

- One-Two Years of Experience
- High School Diploma
- Team Player
- Intermediate proficiency using MS Office Suite/Windows Computers
- Supervisory Skills Course or equivalent
- FoodSafe Level 1

Competencies

- Accountability
- Collaboration
- Communication
- Continuous Development
- Creative Thinking
- Analytical Thinking
- Attention to Detail & Accuracy
- Coaching & Mentoring
- Conflict Management
- Digital & Technological Engagement

- Cultural Awareness
- Customer Service
- Entrepreneurship
- Leadership
- Organization & Planning
- Problem Solving
- Strategic & Forward Thinking

What You Get in Return.

We are a fun, dynamic team who are focused on putting forward their best. We focus on collaboration and creating meaningful relationships. Our staff receive discounted parking, 40% off food items, 25% off store items, and free part-time studies courses to name a few benefits.

How to Apply.

Please submit your resume to jobs@bcitsa.ca with the subject "**Stand Store Supervisor**".

Thank you to all candidates who apply. Only those selected for an interview will be contacted. BCITSA encourages applications regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, gender identity, or age. We value equity and diversity in the workplace, and the positive impact that it has on our teams. Upon receiving an interview, you may request accommodation for any accessibility needs.

BCITSA respectfully acknowledges that the land on which BCIT's main campuses are located is the traditional and unceded territory of the Coast Salish peoples, specifically the shared traditional territories of the Səlílwətaʔ/Selilwitulh (Tsleil-Waututh), Skwxwú7mesh Úxwumixw (Squamish), and xʷməθkʷəyáʔm (Musqueam) First Nations.