



Job Description

Job Title: Team Leader

Job #:

Department: Local Operations

Level: 2

Supervisor: Store Manager

Probation: 3 months

POSITION SUMMARY

The Team Leader assists the immediate supervisor with the coordination of the daily operations of a section of the grocery store for the Nemaska Development Corporation (NDC). The incumbent participates in the smooth running of operations to maximize client satisfaction while managing costs. In particular, s/he has knowledge of diverse business subjects such as sales, merchandising, costing, health and safety, MAPAQ regulations, etc. relating to the department. S/he also motivates personnel to perform according to their maximum capacity.

DUTIES & RESPONSIBILITIES

Functional Responsibilities

- Coordinate the operations of the section.
- Ensure the cleanliness of her section, including the shelving units.
- Ensure operations are conducted while respecting established operations, conservation temperatures, MAPAQ, and health and safety policies and procedures.
- Organize the section's operations and allocate responsibilities to personnel.
- Deal with inquiries, complaints from customers or issues to maintain the store's reputation. If necessary, direct them to the immediate supervisor.
- Regularly inspect the areas in the department and correct any issues that may be noticed.
- Propose new product offerings aligned with customer requests, preferences and product availability.
- Train and assist team members as required.

Budgeting and Stocking Responsibilities

- Provide input to the immediate supervisor for the preparation an annual budget to achieve financial objectives.
- Monitor expenses of the department, estimate costs of offered foods, and recommend pricing for products sold.
- Ensure availability of merchandise by informing the immediate supervisor of needs; receive orders for the department.
- Verify that products are rotated to control freshness (first in - first out). Report losses to the immediate supervisor.
- Maintain and monitor stock levels.
- Ensure pricing is exact.

Coordination Responsibilities

- Coordinate the work of the team members.
- In conjunction with the Store Manager, assist with development of team and individual objectives and ensure that performance is aligned with them.
- Provide input to the immediate supervisor for the periodic performance evaluations of the team members.
- Participate in the production of schedules to ensure that sufficient staffing levels are maintained at all times, in order to operate efficiently.
- Ensure employees are aware of health and safety policies and practices and work in a safe fashion.
- Promote on-going, effective and open communication with employees. Keep staff members informed of decisions that impact them and/or their department.
- Provide support to team members during peak periods or when scheduling conflicts arise. Establish priorities and delegate tasks.

Other Responsibilities

- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Assist and coach team members when necessary.
- Perform other duties as required.

EMPLOYMENT REQUIREMENTS

Education and certifications:

- Some High school diploma

Experience:

- 1 year or less of relevant experience

Knowledge and abilities:

- Experience in a coordination position is an asset
- High attention to detail and accuracy
- Customer-focused and service-oriented
- Excellent communication and interpersonal abilities

Languages:

- Fluency in Cree and English is required
- Fluency in French is an asset

WORKING CONDITIONS

- In a retail setting, long hours standing and stocking shelves
- Lifting of stock, supplies and materials

Employee's signature: _____ Date: _____

Supervisor's signature: _____ Date: _____