



## JOB DESCRIPTION

<b>Job Title:</b> Retail Operations Manager
<b>Division/Department:</b> Head Office
<b>Reports to:</b> Chief Operating Officer (COO)
<b>Direct Reports:</b> Store Management Teams

### THE ROLE

The Retail Operations Manager leads our Store Management Teams in both locations to ensure an extraordinary customer and Team Member experience in our retail operations and drives strong internal programs to ensure growth of both revenue and bottom line. Always aligned with The Root Cellar's values, the Operations Manager delivers profitability by implementing and ensuring accountability to consistent standards, operating procedures, strategic goals, and a great culture.

This role is expected to work hands-on where and when needed with our philosophy of no job is too small.

### THE RESPONSIBILITIES

#### RETAIL OPERATIONS

- Responsible for the financial management of both locations and for delivering budget targets for KPIs of sales, margin, labor, and net profit.
- Responsible for building our talent pools in both locations through coaching, mentoring, and collaboration with the People and Culture team on succession for key in-store roles.
- Works with leadership team colleagues from Finance, Procurement, People & Culture, and Marketing teams to deliver operational plans & targets.
- Ensures compliance with company controls, standards, procedures, and policies at store level, providing root cause analysis and implementing resolution where necessary.
- Participates in budgeting, forecasting, fiscal, and strategic planning sessions.
- Monitors and controls costs and expenditures to maximize profit and protect overall assets.
- Reports to the COO and Owners on KPIs and results at regular set intervals.
- Ensures scheduling is aligned with budgets whilst delivering standards, productivity, and an exceptional customer experience.
- Holds daily, weekly, bi-weekly, and monthly meetings with multiple teams as required.

## CULTURE + LEADERSHIP

- Enhances a values-focused culture of accountability for service excellence, high quality, and standards.
- Establishes a strong recognition culture with the development of high-potential Team Members and collaborates with our People & Culture team to ensure succession plans are in place for all leadership roles.
- Ensures the delivery of an exceptional Team Member experience through culture-building events and activities, modeling Core Values, training, performance management, and driving a learning and development culture to minimize turnover and retain talent.
- Demonstrates superior emotional intelligence coupled with exceptional communication skills in interactions with all team members.
- Coaches, mentors, and guides store leadership teams to optimal performance.
- Fosters and maintains safe and healthy work environments, follows Occupational Health and Safety regulations, and complies with best practice and legal regulations.
- Models leadership behaviors and attributes that align with The Root Cellar's values of integrity, sustainability, innovation, and sunshine.

## SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY

- Ensures our retail policies and procedures promote our commitment to sustainability and social responsibility.
- Works with the Leadership Teams to continually integrate sustainability practices and social responsibility into our company culture and processes.

## AUTHORITY

- Works through collaboration and partnership wherever possible and has the authority to directly intervene in the operations when there is a sense of urgency and escalate issues directly to the COO.
- Follows the authority parameters outlined in The Root Cellar's Delegation of Authority Policy.

## LEADERSHIP COMPETENCIES

- **Accountability for performance and results.** Takes ownership and accountability for delivering the targeted results and improving individual, team, and organizational contribution.
- **Financial literacy.** Deep understanding of retail financial statements. Able to transfer own financial knowledge to others to ensure optimal execution of tasks directly related to improving KPIs.
- **Thinking and acting strategically.** Thinks conceptually about the big picture and in which direction the organization is headed, developing long-term plans to achieve the desired outcome and linking daily work to the long-term vision.
- **Change & innovation.** Leads the change, innovation, and improvement necessary to move the company ahead and enhance organizational results. Develops the skills, attributes, and behaviors needed to produce new or improved programs, services, outputs, and strategies to meet current and future needs and gain a competitive advantage.
- **Relationship building.** Identifies, builds, and maintains formal and informal relationships and networks that add value to others, supports the achievement of role-related objectives, and furthers the interests of the organization.
- **Resource and process management.** Efficiently manages resources (people, budget, materials, and space) and processes to achieve organizational objectives.

- **Team development and performance.** Works genuinely and proactively to build capacity, set performance standards, and develop the skills and capabilities for individual, team, and organizational development. This includes training, mentorship, creating opportunities for professional and personal development, and promoting a positive, collaborative work environment.
- **Masterful organizational communication and leadership skills.**

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CANDIDATE NAME HERE

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COO:

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DATE (mm/dd/yy)