



## **STORE MANAGER – Sault Ste. Marie, Ontario**

The Action Car and Truck Accessories is Canada's leading automotive accessory retailer and distributor to both the private and industry sectors.

The Action Store Manager is a key position in our organization. The manager is responsible for operating a fast-paced, multi faceted operation that will ensure our customers receive the highest standard of support and service. Managers are accountable for leadership and coaching of store staff, training, merchandising, inventory management, and loss prevention; while maintaining organizational standards and generating sales and profit growth. This position demands strong leadership, business acumen and an entrepreneurial spirit.

### **RESPONSIBILITIES**

- Provide strong leadership to the store team to create a high performance environment that encourages customer focus, open communication, and a willingness to coach and provide feedback.
- Provide direction to store staff on their primary customer service duties, and their secondary duties, such as inventory management, merchandising, stocking and cleaning.
- Perform equal share of Saturdays with other full time store staff.
- Handle customer complaints with professionalism and efficiency.
- Ensure that the store is run as per Actions policies and procedures.
- Make decisions on staff hiring and termination.
- Make day-to-day operational decisions.

### **QUALIFICATIONS**

- Managerial experience with a proven ability to lead a team.
- Experience with automotive aftermarket parts industry and/or a deep passion for the industry.
- Experience delivering a high level of customer service.
- Demonstrated leadership skills, ideally in the retail automotive service industry.
- Demonstrated personal drive, self motivation and initiative to accomplish overall organizational success.
- Excellent verbal, written and effective listening skills.
- Experience working under pressure with people in a face-paced environment and setting team priorities.
- Ability to work flexible retail hours, including weekends and holidays.
- Experience with computer based inventory system considered an asset.
- High school diploma required, College diploma or University degree considered an asset.
- Valid driver's license.

To apply for this position, please contact Jennifer Hoar via email at [careers@actiontrucks.com](mailto:careers@actiontrucks.com) or via fax at (506) 857-9494. Please quote "Store Manager, SSM" in the subject line.

We thank all applicants for their interest, but only those selected for an interview will be contacted.