



At **Bushtukah**, our mission is simple: to provide our customers with quality outdoor gear and unparalleled service to help maximize their enjoyment while participating in their outdoor activities. Providing our customers with a great experience every time they walk through our doors is our goal and our staff make that happen.

**The Job:** The Footwear Department Lead provides leadership as a key member of the retail team, supervising a team of staff to maximize sales opportunities, provide outstanding customer experiences and ensure that our Footwear Department standards are met consistently. This position reports to the Store Managers and will work closely with the other Department Leads and the entire retail team.

**Key responsibilities:**

- Directly responsible for in-store customer service and sales results, with a focus on the Footwear Department.
- Assist in the planning and organizing of day to day operations of the Footwear Department to maximize sales and productivity.
- Motivate and lead staff to maintain all standards relating to customer service, readiness for business, merchandising of product, store cleanliness, presentation, staff relations, and compliance with company policies.
- Assist in the preparation of weekly staff schedules to ensure cost-effective work assignment scheduling and increased team productivity by organizing resources, delegating responsibility, monitoring progress and ensuring accountability within the Footwear Department.
- Coordinate the team and follow up on execution of prep to sell activities, including sale pricing, floorplan changes, cleaning, inventory turns and organizing of stock rooms to ensure outcomes are achieved within the allotted timeline.
- Communicate with Buyers/Warehouse team on a frequent basis regarding sales cycles, product trends and inventory level.
- Propose and initiate plans/ideas to improve the client experience.
- TRAIN! Help build a talented team of sales associates/cashiers to enhance the effectiveness and efficiency of the overall team through the hiring process, orientation, coaching and evaluating performance on a consistent basis.
- Pro-actively improving your product knowledge and taking advantage of training opportunities.
- Operate as a front line manager/Department lead, promoting, monitoring and improving the quality of service provided by staff by training, acting as a positive role model (share your passion for the activities we support!), and quickly resolving any client concerns.
- Assumes Store management responsibilities in her/his absence; opens and closes the store when required.
- Adhere to all Bushtukah policies and procedures (including and not limited to Code of Conduct, Confidentiality/Privacy, Health & Safety, Workplace Violence, Workplace Harassment, Ladder Policy)
- Collaborate with Store Management to implement customer referral process to the Sales Associates.

As Department Lead, you will:

- ✓ Be the "Go to" leader for your department, whether relating to product knowledge or store policy and procedure.
- ✓ Participating in inventory management for your department.
- ✓ Lead the product knowledge training/standards within your department.
- ✓ Proposing action plans/ideas to improve sales/customer service experience in your department.

To be successful in this role, you'll need:

- 2-3 years experience in athletic Footwear sales and supervising a team.
- Bilingual in French and English is an asset.
- Excellent communication and organization skills.
- Proven ability to multi-task and work in a fast-paced, constantly changing seasonal business.
- Enjoy helping people and solving problems.
- Be a positive team leader who adapts, motivates, supports, educates and takes ownership.
- Share your passion and enthusiasm for run, bike and footwear.
- Learn as much as you can about the products and services we offer.
- Look for ways to strive for continuous improvement...provide feedback and collaborate with the team.
- Flexibility to work weekdays, evenings, and weekends.

Be sure to indicate why you would make a good addition to our Westboro team!

*At Bushtukah, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected, and supported. We are committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise if you require accommodation.*