



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 Opportunity: The **Hard Goods (Equipment) Department Manager** oversees the day-to-day management of the Cycling, Hike & Travel, Nordic, Alpine Touring and Snowshoe Departments at our **NEW Orleans location** and supports the service and sales in our Hard Goods Departments. This position is a key leader on the store team, supporting a team of sales staff to maximize sales opportunities and provide outstanding customer experiences. This position reports to the Chief Operating Officer and will work closely with the entire retail team and other Department Managers.

Key responsibilities:

- Operates as front-line manager, promoting and monitoring the quality of service provided by staff through consistent coaching and performance feedback, acting as a positive role model and being directly responsible for in-store customer service experience by quickly resolving any client concerns.
- Assist in the planning and organizing of day-to-day operations of Cycling and Hard Goods Departments, to maximize sales, margins and productivity and monitoring activities in the department while supporting and holding the team accountable to achieve store and department goals
- Motivate, model, train and lead staff to maintain all standards relating to customer engagement, readiness for business, maintenance of our merchandising standards, store cleanliness, staff relations, Loss Prevention and compliance with company policies. All while ensuring the Hard Goods Department staff prioritize customers first.
- Ensure clear daily communication of expectations, priorities, goals and key information to the entire team and monitor for successful outcomes.
- Assist in the preparation of weekly staff schedules to ensure cost-effective work assignment scheduling and increased team productivity by organizing resources, delegating responsibility and ensuring accountability within the Hard Goods Departments.
- Coordinate and follow up on execution of prep to sell activities/priority lists relating to merchandising and product flow (ex. Sale pricing, clearance, aged inventory, delivery coordination, etc...)
- Communicate with Buyers/Warehouse team on a frequent basis regarding stock positions, sales cycles, product trends and any inventory level topics.
- "Go to" for core and new Product Knowledge topics based on current season and prep for change in season
- Accountable for sales results and champion for all sales events and promotions, particularly relating to the Hard Goods Department categories
- Propose and initiate plans/ideas to improve the client experience.
- TRAIN! Help build a talented team of sales associates 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

- 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)

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

- 2-5 years supervising a sales team in a Cycling, Hike & Travel, Nordic, Alpine Touring and Snowshoe environment
- Possess excellent organization and communication skills with keen attention to detail
- Put customers first and listen to their needs.
- Be highly sales and profit driven
- Enjoy helping people and solving problems.
- Be a positive team leader who adapts, motivates, supports, educates and takes ownership.
- Have a strong sense of urgency in dealing with the needs of the business.
- Share your high standard of professionalism and enthusiasm for the activities we promote.
- 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.
- Bilingual (French & English) is an asset

Please submit a resume and cover letter to employment@bushtukah.com. Be sure to indicate why you would make a great addition to our Bushtukah 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.