



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!

Job Title: **Clothing Department Lead (Westboro)**

The Job: The **Clothing Department Lead** oversees the day-to-day management of the Clothing Department and supports the management of the entire sales floor and customer service experience. This position is a key leader on the store team, supervising a team of sales staff to maximize sales opportunities and provide outstanding customer experiences. This position reports to the Store Manager and will work closely with all Department Leads, Buyers and the entire retail team.

Key responsibilities:

- Directly responsible for in-store customer service experience and sell through within Clothing Department
- Assist in the planning and organizing of day-to-day operations of the store, to maximize sales and productivity and monitoring activities in the department and holding the team accountable to achieve store and department goals
- Motivate, model, train and lead staff to maintain all standards relating to presenting/merchandising product, managing product flow and keeping the department Clean/Tidy/Organized (CTO), while ensuring Clothing staff prioritize customers first.
- 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 Clothing Department.
- 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, floorplan changes, etc...)
- Assumes store manager responsibilities in her/his absence. (MOD duties)
- Communicate with Buyers/Warehouse team on a frequent basis regarding sales cycles, product trends and inventory level.
- TRAIN! Help build a talented team of sales associates/cashiers to enhance the effectiveness and efficiency of the overall team through recruiting, the hiring process, orientation, coaching and evaluating performance on a consistent basis.
- Propose and initiate plans/ideas to improve the client experience.
- Pro-active in improving your product knowledge and taking advantage of training opportunities.

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 to:

- ***Be knowledgeable and participate in the activities that we promote (ex. Cycling, Run, Triathlon, Nordic ski/snowshoe, hiking, camping, etc...)***
- 1-3 years supervising a sales team in an outdoor gear/clothing/fashion retail environment.
- Strong understanding and knowledge of Merchandising and Presentation standards of a retail clothing business.
- 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** in French and English is an **asset**.

Please submit a resume AND cover letter indicating why you would make a good addition to our Bushtukah team!