

JOB DESCRIPTION



Job Title: Retail Supervisor

Reports to: Property Manager or designate

Department: Administration

Roles Supervised: Retail Intern
Various Summer Staff

Job Type: Permanent, Part-time

Work Location: RockRidge Canyon, Princeton, BC

Position Purpose

RockRidge Canyon is a Young Life of Canada property in Princeton, British Columbia, owned and operated by Young Life for the purpose of reaching teenagers with the Gospel of Jesus Christ. It additionally functions as a Christian conference and retreat centre when not being used by Young Life. RockRidge Canyon is committed to providing “intentional hospitality” to our guests. This means working to consistently exceed the expectations of our guests in quality of service, facilities, and overall experience.

Reporting to the Property Manager or designate, you oversee all retail operations at RockRidge Canyon, which include the Snack Shop, The Ridge Trading Company, the Coffee Shop, Craft Cart, and vending machines. The Retail Supervisor oversees training and scheduling of retail staff and volunteers, and ensures all functions of the department are accomplished effectively. As a member of a team dedicated to serving the needs of our guests and one another, the Retail Supervisor anticipates and responds to those who come to RockRidge Canyon with professionalism, discretion and good will.

The Retail Supervisor supports the Property Manager or designate to achieve the vision and mission of Young Life to “glorify God by sharing Jesus Christ with the entire next generation” as outlined in Young Life’s Strategic Plan. As an ambassador for Young Life, the Retail Supervisor ensures RockRidge Canyon’s activities promote, enhance, and protect Young Life’s brand, and boost its reputation with relevant constituents, as well as driving broader awareness. The Retail Supervisor subscribes to Young Life’s Statement of Faith and abides by its Codes of Conduct.

JOB DESCRIPTION



Key Responsibilities

Spiritual Leadership:

- Model Christ in word, deed and actions.
- Model and promote Young Life's mission, core values, and strategic plan.
- Provide spiritual leadership to direct reports and volunteers.

- Pray for kids, Young Life volunteers, and fellow Young Life staff. Ensure that all ministry at RockRidge Canyon is designed and carried out with a dependence on prayer that flows from a personal relationship with Jesus Christ.
- Pursue spiritual growth.

Retail:

- Train and supervise retail staff, interns, summer staff and volunteers, audit their performance regularly to ensure exceptional service and attention to detail, monitor the progress of their work, answer questions and assign new tasks.
- Ensure retail staff and volunteers are scheduled to meet the retail needs of Young Life and Guest Groups.
- Prepare a buying plan and attend the annual Young Life Buyers Conference.
- Order, receive shipments, enter products into inventory, price goods, and oversee daily operations.
- Under the oversight of the Food Service Manager, ensure all FoodSafe and Public Health standards are followed in the snack bar and coffee shop.
- Maintain the budget and meet predetermined sales targets.
- Prepare for and assist with annual inventory count / valuation in conjunction with the Young Life Accounting team.
- Convey a sense of Christ-like hospitality and concern for guests and staff and respond to the unexpected needs of our guests in a prompt and professional manner

Retail Outlet Appearance:

- Ensure Retail outlets are vacuumed, swept, mopped, well dusted and clean
- Ensure high quality standards are met regarding cleanliness and overall appearance of retail outlets and equipment
- Maintain a clear traffic flow with all merchandise accessible
- Provide a warm, friendly environment reflecting the love of Christ to all guests, staff and volunteers
- Understand retail strategies, including movement of goods and flow

Merchandise:

- Provide quality products for guests to enjoy or take home as a remembrance or spiritual resource
- Provide and maintain inventory controls for food products in the Rock, Loft and vending machines
- Inventory stock prior to Pre-buy
- Purchase inventory stock of current clothing styles, gifts, books, jewelery, music, craft and paper products that can be sold at a reasonable rate
- Receive merchandise. Track and maintain appropriate inventory levels in all areas of retail
- Display merchandise in an inviting manner as outlined in the Store Appearance Guideline

Administration and Record Keeping:

- Manage the POS system for retail.
- Process and track all merchandise invoices and credit memos.
- Create inventory and pricing sheets for all stock.

JOB DESCRIPTION



- Prepare cash outs regularly and complete related reporting
- Track sales and report same through deposits and internal transfers in an accurate and timely fashion.
- Supervise Area tab set-up for snack and coffee shop month-end tracking
- Prepare for and assist with annual inventory count / valuation in conjunction with the NSC accounting team. Submit inventory counts.
- Prepare and update all retail manuals and training resources.

Team Duties and Responsibilities

- Model open communication and work collaboratively with the Young Life field and property staff team, for the good of the organization, in support of Young Life's mission, core values and strategic plan.
- Cultivate effective working relationships with property staff, volunteers and guests.
 - Lead by example in cooperating with all other departments on the property to operate as a team and produce a well-functioning body.
 - Relate to all property staff in a professional way that enhances the total flow of camp operations.
 - Coordinate with other Property Staff to ensure that tasks are being performed up to standards, in proper priority, in a timely manner and in harmony with the rest of the camp operations.
- Attend staff meetings, staff conferences and daily devotional studies.
- Nourish a truthful, accountable, forgiving, joyful, and healthy work culture.

Personal and Professional Development

- Pursue opportunities to learn through books, podcasts, courses, travel to other camps, etc.

General Expectations

- Maintain a positive attitude and a friendly, professional manner to create a warm, welcoming atmosphere.
- Observe and report unsafe work conditions to the relevant manager.
- Reply to radio calls professionally and respond to requests quickly and efficiently.
- Operate property vehicles safely (respect all signage, including speed limits and parking).

Qualifications

RockRidge Canyon is a non-profit Christian organization which has as its primary purpose the promotion of the interests and welfare of those who wish to share in the Christian Experience. As such, you must have a vibrant and growing relationship with Jesus Christ as a condition of employment. Involvement in a local church is expected. You must be able to give spiritual leadership to volunteers and interns and subscribe to our statement of faith.

Education and Experience

- Degree or diploma in retail management, marketing and sales is preferred and/or one to three years' experience in a related area, or an equivalent combination of education and experience.
- Experience in Young Life is preferred and alignment with our mission is critical.
- Knowledge of the not-for-profit sector and experience in a faith-based Christian organization

General Qualifications:

- Work quickly and unobtrusively in a busy environment that frequently demands the ability to multi-task.
- Demonstrated flexibility and responsiveness to schedule changes and requests from guests.

JOB DESCRIPTION



- Demonstrated strong organizational and time management skills
- Observant, perceptive and detail oriented.
- Creative problem solver.
- Self starter who takes initiative
- Take direction and execute oral and written instructions. Request clarification when needed.
- Demonstrated ability to train and lead teams to accomplish tasks effectively and efficiently.
- Skilled communicator and natural encourager. Communicate clearly on the phone and in person.

- Able to work an irregular schedule, including early or late shifts and split shifts.
- Proficient in Microsoft Office suite, and Google Drive. Good keyboarding skills.

Training and Certification:

- Legally entitled to work in Canada. Possess a valid passport
- FoodSafe Level 1
- Experience with Point of Sale system is an asset
- Valid Class 5 BC Driver's License and clean Driver's Abstract or equivalent
- Clean criminal record check, including vulnerable sector search, required as a condition of employment.

Work Conditions

- **Work Location:** Work is performed in a variety of settings, including the office and various retail outlets. It requires occasional travel to attend training events or conferences. Some travel by car, bus or airplane to other cities within Canada and/or the United States will be required.
- **Physical Requirements:** The job includes working at a desk using a computer and telephone but includes more strenuous physical activities such as lifting or moving heavy boxes, folding shirts, stocking shelves, etc. Setting up displays and walking and standing for extended periods will be required as well. The employee is required to see, talk and hear. Operating vehicles will be required on occasion, and must be done in a safe manner.
- **Work Environment:** Work environment is generally favourable, and is largely indoor. The position is required to work with teenagers, adults and volunteers of all ages.
- **Hours of Work:** This position is required to work a non-traditional work schedule including early mornings, late nights, weekends & split shifts. Workdays may exceed 8 hours. Long days and/or nights can be expected from time to time. **This is a part-time position that may be combined with another position for full time work.**
- **Hazards:** This position may include situations that are potentially dangerous. The employee is required to attend training courses & to work in a safe manner at all times. Alertness and attention to standard operating procedures is a job requirement.
- **Other:** Due to the nature of the job, and our commitment to a safe environment for teenagers and volunteers, the individual is subject to a criminal record check, including a vulnerable sector search, and must submit a current driver's abstract.

The above statements are intended to describe the general nature and level of work performed by people in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of people in this position. Duties and responsibilities that do not constitute a major change may be added, deleted or changed at any time at the discretion of the supervisor either orally or in writing.

JOB DESCRIPTION



Staff Person Name

Signature

Date

Supervisor Name

Signature

Date