

Retail Store Manager - Langley

The Retail Store Lead ensures that their retail location operates in an efficient and financially responsible manner. With their team, the Store Manager represents the face of Murchie's, provides excellent service, captures sales and develops long-term customer loyalty.

Opportunity:

- Work at Murchie's – one of BC's oldest and loved brands since 1894! We are a growing company. We blend our teas and roast our coffees, package our products in-house, and do everything we can to deliver on our tradition of excellence.
- Learn more about the world's second most popular beverage: tea! Training is provided for tea and coffee knowledge, as well as all standard procedures
- Drink tea and coffee all day long. We have an unlimited supply!
- All positions have opportunity to develop according to the skills and interests of the successful candidate.

Responsibilities:

- Lead by example with confidentiality, respect and enthusiasm, promote a positive work environment, and provide excellence in sales and engaging customer service
- Hire and schedule employees; provide training and ongoing coaching
- Oversee all store operations: ensure that all store procedures are followed for accuracy and safety, including daily point-of-sale payment reconciliations, food safe procedures, first-in-first-out systems, workplace safety, and dress code
- Reflect Murchie's Brand, be our brand ambassador
- Ensure all necessary financial, food safe and work safe paperwork is complete, accurate and submitted in a timely manner
- Inform team members of upcoming promotions and oversee store setup
- Maintain retail merchandise, seasonal displays, inventory levels and store cleanliness
- Prepare and serve barista tea and coffee beverages according to standard procedures
- Maintain the consistency and uphold the tradition of the Murchie's brand and experience

Knowledge, Skills & Abilities:

- Strong work ethic
- Quick learner with a positive attitude, willingness to learn and approachable demeanor
- Good problem solver with a "have fun" team player philosophy

- Clear and effective communicator
- Diplomatic, courteous conflict resolution skills
- Ability to organize and set priorities
- Fluent in English; a second language is an asset
- Physically able to stand, bend, stoop, reach, lift, twist and move items
- Knowledge and appreciation of tea and coffee an asset
- Flexible scheduling is required. Full-time (40 + hours per week).
- Competitive Salary based on experience
- Valid Food Safe Certificate