



JOB POSTING

Tsartlip Group of Companies

Manager, Fuel & Convenience

The Tsartlip Group of Companies is pleased to invite qualified applicants to apply to the permanent, full-time **Manager, Fuel & Convenience** position, located in Brentwood Bay, BC.

We are seeking a highly motivated and experienced Fuel & Convenience Store Manager to oversee all aspects of daily operations. The ideal candidate will ensure efficient store operations, maximize sales, and provide exceptional customer service while maintaining a clean, safe, and welcoming environment.

Qualified applicants are invited to email their resume and cover letter to Mark Brajer, mbrajer@tsartlipgoc.com by Friday, February 21st, 2025.

The annual salary range is \$70,000 – 85,000.

Key Responsibilities

1. Staff Management and Training

- Recruit, hire, and onboard new team members.
- Provide comprehensive training on company policies, customer service, and store operations.
- Develop and implement ongoing training programs to enhance staff skills and knowledge.
- Schedule and supervise staff to ensure adequate coverage and productivity.
- Conduct regular performance reviews and provide coaching for professional growth.

2. Inventory Control

- Monitor inventory levels to ensure product availability and minimize stockouts or overstock.
- Conduct regular inventory counts and audits to ensure accuracy.
- Work with vendors and suppliers to place orders, negotiate pricing, and address supply chain issues.
- Manage inventory shrinkage through proper loss prevention measures.

3. Sales Growth and Merchandising

- Develop and execute strategies to increase store sales and profitability.

- Analyze sales trends to identify opportunities for growth and introduce new products or promotions.
- Ensure merchandise is displayed effectively to attract customers and optimize sales.
- Collaborate with marketing teams to implement advertising campaigns and promotions.

4. Store Appearance and Maintenance

- Maintain a clean, organized, and visually appealing store environment.
- Ensure that all equipment, fixtures, and facilities are in good working order.
- Address maintenance issues promptly to minimize downtime and ensure safety.
- Ensure the store complies with health and safety standards, as well as local regulations.

5. Monitoring Key Performance Indicators (KPIs)

- Track and analyze KPIs, such as sales volume, customer traffic, average transaction value, and labor costs.
- Use data-driven insights to make informed decisions and improve store performance.
- Prepare and present regular reports to senior management on store performance and improvement plans.

6. Customer Service Excellence

- Lead by example to deliver outstanding customer service.
- Resolve customer complaints promptly and professionally.
- Foster a customer-centric culture among staff to enhance the shopping experience.

Education and Experience

- Bachelor's degree in commerce, or equivalent is an asset.
- Proven experience as a retail manager or similar role, preferably in a gasoline/convenience store setting.
- Strong leadership and team management skills.
- Knowledge of inventory management, merchandising, and loss prevention techniques.
- Proficiency in analyzing sales data and utilizing metrics to drive decision-making.
- Excellent organizational and multitasking abilities.
- Outstanding customer service and communication skills.
- Familiarity with safety regulations and compliance standards.
- Respect for and working knowledge of the First Nations culture is required.
- Proficient with Microsoft Outlook, Excel and Word.

Join Our Team

If you are a results-oriented professional with a passion for retail management, we invite you to apply and lead our store to new heights.