



Hardware Manager

SECTION A: KEY JOB INFORMATION

Job Title:	Hardware Manager	Department:	Home & Building Solutions
Local Co-op:	Kindersley & District Co-op	Function (*TIS Retails Only):	Hardware
Location:	Kindersley	Reports to:	General Manager
Local Co-op Revenue:	72 Million	Job Classification (Career Stream):	Front Line Leadership
Revenue/Sales Volume (If Applicable):	1.6 Million	Classification Level:	LDR 7
Safety Sensitive:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Retail Salary Band:	Band 7

SECTION B: ROLE OVERVIEW

In a 3-4 sentences, broadly describe the main purpose or function of the job. Indicate what is done and why (outcome).

Responsible for the day to day execution of tasks and may be involved in the planning for the direction of their department. Achieve budgeted goals related to sales, margin, expenses, and inventory and execute sales strategies that support the Local Co-op's vision. Achieve established objectives in terms of brand, service levels, quality, and timeliness of delivery and identify areas for improvement. Recruit, train, develop, coach, and motivate the department team while fostering a positive work environment that enables the engagement of all team members in the pursuit of desired results.

SECTION C: KEY JOB RESPONSIBILITIES/JOB TASKS

Describe the job's key (5-8) accountabilities in concise, comprehensive statements. Address what the incumbent does to achieve the job's main purpose. Also indicate the approximate % of time spent on each responsibility annually.

KEY RESPONSIBILITIES	TIME SPENT (%)
Prepares, administers and achieves budgeted department goals related to pricing, sales, margin, expenses and inventory. Ensures the efficient operation of the department to achieve all financial targets and deliver on budgeted KPI's. Analyze period end statements, identify if corrective action is required, and provide recommendations to the Store Manager. May plan, monitor, and manage internal projects from initiation to completion.	
Assist the General Manager in communicating operational requirements, operational changes, and translate the vision into departmental initiatives. Provide recommendations and supports internal pricing, promotion and product policies in response to local market needs and competition. Promote and ensures adherence to brand and merchandising standards, marketing efforts, and image standards. Ensures all applicable company policies and procedures are communicated and adhered to and ensure safety and regulatory requirements and procedures are implemented and maintained.	
Provide leadership to the department, including goal setting, performance management, training and development of team members. Applies operational knowledge in key performance areas to oversee the allocation of team assignments to achieve department objectives.	
Ensures prompt, efficient, and friendly customer service is provided at all times. Maintains high customer service levels to ensure customer satisfaction and identifies areas for improvement. Ensures all customer complaints, adjustments, and returns are handled in a quick and efficient manner. Take corrective action with team members if the established standards are not being met.	



SECTION D: LEADERSHIP

Indicate the titles of direct/indirect reports to the job and the responsibility for leadership. If the job does not have formal reports, indicate whether it has responsibility for informal guidance of others.

Direct Reports	
Indirect Reports <i>(positions reporting to this role through the direct reports above)</i>	
Guiding Others	

Indicate the type and level of supervision the job receives (i.e., how frequently is work discussed and feedback received?). Indicate what types of decisions are made independently and when work is referred to a supervisor/manager.

Supervision Received	
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SECTION E: QUALIFICATIONS

Indicate the minimum level of education, related experience, and other requirements required to meet the full requirements of the job.

Education	Grade 12 is preferred.
Related Experience	3+ years of relevant customer service experience with 1+ year of leadership experience preferred.
Other Requirements (designations, certifications, specialized training)	

APPROVALS

Prepared by:	Name:		Date:	
	Title:			
Approved by:	Name:		Date:	
	Title:			
HR Approval:	Name:		Date:	
	Title:			