



Job Description	
Job Title	Assistant Store Manager - Operations
Company BU/Category Brand	Amer Sports Americas (ASA)
Location	Toronto Arc'teryx Factory Outlet
Pay Range	Salary
Reports to:	Store Manager
Job Purpose	<p>The Assistant Store Manager ensures the store provides the highest level of customer service and delivers the vision of the brand. The Assistant Store Manager upholds our company's mission and uses the store as a voice in the community through effective community engagement and marketing events. Our stores are seen as a catalyst for the brand to educate and inspire our customers in the marketplace. This position is responsible for achieving 90%+ scores in the mystery shopper program, exceeding budgeted sales &amp; OPEX goals, monitoring expenses, and overseeing all operational aspects of the business.</p>
Key Tasks	<p>To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily:</p> <p><b>Leadership, Development, and Communication</b></p> <ul style="list-style-type: none"> <li>• Maintain an open and positive relationship with the Store Manager, Operations Leader, and Visual Merchandise Leader as well as collaborate and partner with the sales team.</li> <li>• Update Store Manager and staff on freight flow, KPI's, VM dates, and status of goals weekly.</li> <li>• Be a collaborative, dependable, and respectful role model; communicate positively regarding retail management and company strategies.</li> <li>• Ensure company/store policies and procedures are communicated in a timely manner and adhered to accordingly.</li> <li>• Maintain positive attitude and morale by recognizing strong performance and service.</li> <li>• Support the execution of new hire training, product knowledge, and selling tools. Support staff development by following the monthly training calendar.</li> <li>• Delegate daily tasks appropriately and effectively.</li> <li>• Hire people who pursue core passions that relate to our products and culture.</li> </ul>

- Inspire employees so that each person contributes to the productivity of the store.
- Review scheduling weekly to ensure staff levels appropriate for benchmark customer service.
- Set individual goals that align with the store and company objectives with each team member.
- In partnership with the Store Manager, evaluate all store employees through the performance review process and when necessary, discipline employees consistent with the company disciplinary policies and regularly follow up to ensure expectations are met.
- Maintain open and positive relations with all divisions of the company.

**Operations:**

*Budgeting and Planning*

- Ensure that goals will be exceeded through appropriate planning, training of staff, working closely with the inventory team to ensure market needs are met, and monitoring expenses for short and long term success.
- Schedule regular meetings with the Visual Merchandise and Operations Leader to encourage collaboration and alignment.
- Ensure the company policy and procedures are communicated in a timely manner and adhered to accordingly.
- Oversee supplies and budget tracking systems to ensure that all necessary store and office supplies are available as needed.
- Review building for safety, inspections, fire, or security gaps and ensure timely escalation to the SM of any issues.
- Oversee and review an emergency plan for the store, updating at least every 6 months. Include phone trees and evacuation plans.
- Assume responsibility for opening and closing the store and securing all assets.
- Oversee weekly change orders and deposits.
- Ensure appropriate paperwork is sent to corporate offices in a timely manner, complete Monday packet weekly.
- Responsible for the Store Operations Scorecard to ensure a 90% rating is consistently achieved.
- Ensure the office, storage areas and break areas are clean, well-organized and in good working order.
- Maintain expenses and payroll measured as a percentage of sales.
- Meet or exceed budgeted store contribution.

- Support monthly staff meetings to engage and communicate goals to the team.
- Monitor a loss prevention program to protect the company’s inventory and assets.
- Take necessary action to lower expenses if sales goals are not being met.

***Merchandising and Inventory***

- Execute and maintain high merchandising standards that reflect the pursuit of perfection in our brands.
- Support and assist the Visual, and Operations Leaders in their roles to ensure store standards and timelines are met.
- Work closely with the buying and replenishment teams to advise on market relevant product needs and communicate key styles.
- Oversee and execute the freight flow process to ensure accurate and proper inventory levels are represented.
- Own Shrink Action Plan processes.

***Legal Compliance:***

- Ensure that the store is in compliance with all State and Federal laws, including wage and hour, human rights and equal employment opportunities.
- Maintain safe working conditions for employees and customers. Resolve safety concerns quickly.
- Ensure store security from internal and external theft and know proper apprehension and prosecution procedures for your state and per the company guidelines.

***Other Job Functions:***

Perform additional duties as assigned by the Store Manager.

Needed Skills  
(Language, IT,  
Technical , Functional,  
ETC.)

***Minimum Job Qualifications:***

Associates Degree or equivalent work experience will be considered in lieu of a College Degree.

3+ years retail management experience.

Demonstrated ability to build and motivate teams.



	<p>Benchmark customer service and brand skills.</p> <p>Ability to give clear directions and set expectations for staff.</p> <p>Excellent organizational skills.</p> <p>Excel and Word proficient.</p> <p>Accuracy and attention to detail.</p> <p>Outstanding oral and written communication skills.</p> <p>Ability to communicate at all levels of the organization</p> <p>Understanding of P&amp;L statements and retail KPI analytics.</p> <p>Self-motivated.</p> <p>Ability to train and delegate effectively.</p> <p>Problem solving ability.</p> <p>Ability to effectively work with and motivate the team.</p> <p>Cash handling experience.</p> <p>Amer Sports product use/knowledge.</p> <p>Montreal location requires French language skills.</p>
<b>Employee Conduct</b>	<p>It is the responsibility of every employee to contribute to a positive work environment through teamwork, cooperation, and professional interactions with co-workers, customers and vendors.</p>
<b>Physical Demands &amp; Working Environment</b>	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.</p> <ul style="list-style-type: none"> <li>• Ability to stand/walk for extended periods of time, necessary to provide sales floor coverage related to customer service and loss prevention.</li> <li>• Ability to reach overhead, bend, squat, kneel, and carry product, necessary for customer service, inventory re-stock, and store merchandising.</li> <li>• Ability to walk up and down staircase, carrying boxes, product, and other necessary store related items.</li> <li>• Ability to perform store maintenance items: sweep, vacuum, empty trash, clean.</li> </ul>



- Ability to safely lift boxes up to 50 lbs.
- Comfortable climbing ladders.
- Typical work week is 40 hours - available to work minimum of one weekend day, one opening shift and one closing shift throughout the week.
- Some travel required.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**To Apply: Please Send your resume to [dave.czernick@arcteryx.com](mailto:dave.czernick@arcteryx.com) with “ASSISTANT STORE MANAGER OPERATIONS” in the subject Line.**

EOE M/F/V/D

Candidates must be authorized to work in the U.S. for any employer without sponsorship or transfer of visa.

DUE TO HIGH VOLUME OF RESUMES, ONLY THE MOST QUALIFIED CANDIDATES WILL BE CONTACTED