



## Join the **Home Team**

### **Who We Are**

**Pro Builders Supply Ltd.** operates Home Hardware Building Centre's in Kelowna, Osoyoos, and Penticton, BC, as well as Canmore and Olds, AB, supporting a wide range of consumer and contractor home improvement needs. We pride ourselves on providing top-quality building materials and exceptional customer service to contractors and customers alike. We're Pros at helping Pros!

We are currently seeking a dedicated and knowledgeable full-time **Retail Operations Manager** to join our team.

### **About the Role**

Working out of our Airdrie location, and reporting to the General Manager, the Retail Operations Manager plays a pivotal role in the success of our store, overseeing daily operations on the sales floor to ensure a seamless, efficient, and customer-focused environment. You will lead and motivate a diverse team to meet sales targets, while upholding the highest standards of service. This role requires a hands-on leader with strong people management skills, a passion for excellent customer service. The key role responsibilities also include:

#### **Key Responsibilities:**

- Supervise and lead the retail sales teams, cashiers, and warehouse staff.
- Hire, train, manage, and develop staff, including scheduling, performance evaluations, and exit processes.
- Maintain a presence on the sales floor, ensuring exceptional customer service and helping to maximize sales.
- Resolve employee issues, fostering a positive work environment and high team morale.
- Greet and assist customers, process transactions, and resolve escalated customer complaints when necessary.
- Encourage and facilitate cross-training of retail staff in various departments to enhance team skills.
- Ensure compliance with safety legislation and report any potential hazards.
- Work closely with HR on return-to-work schedules and short-term leave management.
- Assist with employee onboarding, orientation, and probationary processes for new hires.
- Support additional projects and tasks assigned by the General Manager.

#### **Here's What We Have to Offer**

- Competitive Wage and Annual Bonus
- Group Health Care Benefits; including Extended, Dental, and Paramedical
- RRSP Matching
- Employee Store Discount
- Training and Education Advancement Opportunities
- Great Team Environment
- Work-Life Balance / Flexibility

Pro Builders is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

### **What We're Looking for in You**

- High school diploma or equivalent.
- Diploma in Business Administration, or related field a plus.
- 3-5 years of experience in a customer service-based leadership role.
- Strong leadership and people management skills.
- Conflict resolution and negotiation skills an asset.
- Exceptional sales skills with the ability to train and motivate others.
- Excellent verbal and written communication skills.
- Experience with POS systems or other computer database systems; computer literate.
- Customer-focused with a proven track record of building open and trusting relationships a must!

### **Apply Now to Become Part of the Home Team!**

If you have the skills to drive team performance, delivering prompt, courteous, and efficient sales, and service to customers, we want to hear from you. [Apply Here!](#)

We appreciate your interest and application, but only those selected for an interview will be contacted by our recruitment team!

#HP