



EMPLOYMENT OPPORTUNITY
Manager, Your Winner's World

Position Title:	Manager
Department:	Business Operations – Your Winner's World
Salary:	\$ 23.00 - \$ 27.00 per hour (dependant on qualifications)
Term:	Full-time/permanent position
Location:	Your Winner's World - 10574 Highway #3, NS B5A 4A8
Position Reports to:	Band Manager, Wasoqopa'q First Nation

GENERAL DESCRIPTION

Wasoqopa'q First Nation (WFN) (formerly Acadia First Nation), owns and operates the Your Winner's World facility located in Yarmouth, NS. The facility, provides a gas station, with fuel and furnace oil, VLT's for entertainment, drive thru for tobacco and ancillary services, and a store front location for products and services.

WFN is currently recruiting for a full-time Manager, reporting to the Band Manager, Wasoqopa'q First Nation, responsible for effectively managing Your Winners World (YWW) operations, including planning, organizing, directing, and controlling overall business activities, maximizing profitability through meeting financial objectives with annual/monthly operating budgets and income statement comparisons and management of employees, building and retaining a high performing team.

DUTIES AND RESPONSIBILITIES

- Supervises all employees in accordance with the Wasoqopa'q First Nation Human Resources Manual for Business Operations, working closely with the Director of Human Resources as needed to support and address employee matters
- Maintains and supports a positive work environment for all employees
- Manages, with the Director of Human Resources, recruitment efforts for new and vacant positions including job postings, interviews, hiring, orientation and training
- Establishes, assigns and maintains employee shift schedules, duties and responsibilities and creation and submission of timesheets for payroll
- Conducts employee performance evaluations and appraisals in accordance with WFN policies and procedures and the Operations of Establishments Manual
- Addresses and resolves employee requests, complaints, and other related employee matters
- Organizes and implements regular staff meetings
- Collaborates with the Director of Human Resources to identify and implement required and desirable employee training opportunities in health and safety, and professional development

Maximize Profitability

- Determines the ideal retail product mix to meet customer(s) demand and store presentation
- Plans and organizes sales and promotions
- Formulates pricing policies, with the WFN inventory department, to achieve an adequate mark-up while still remaining competitive in the market
- Monitors sales and expenses on products and services to inform success-driven decisions
- Collaborates with the WFN inventory department to maintain inventory details including forwarding invoices for payment of all products, posting invoices, and providing inventory reports as required
- Maintains a regular inspection of products for expiration dates and freshness



Management of Tobacco Sales

- Anticipates, orders and maintains an adequate supply of tobacco for customers
- Counts and posts all tobacco, per order (twice per week)
- Performs and submits bi-weekly inventory counts and posting for tobacco to the WFN inventory department
- Resolves any errors, if any, by contacting the dealer
- Ensures that pricing is consistent, competitive and up-to-date in accordance with WFN pricing and the local competitive market

Financial Management and Reporting

- Prepares annual and monthly budgets, projected sales and expenses for the Chief Financial Officer (CFO) and Band Manager
- Reviews actual sales and expenses at month-end with the Band Manager and CFO
- Recommends strategies for corrective action, to support increasing profitability
- Balances daily cash against the reported sales
- Manages cash overages and shortages
- Maintains all cash management, deposits, electronic remittances, and reconciliation related to all business activities
- Collaborates with the WFN finance team regarding cash management and reporting requirements, as needed

Health and Safety

- Develops, implements and maintains adherence to WFN health and safety policies and other applicable laws and legislation
- Understands, implements and maintains the WFN Health and Safety Management Plan including an employee inspection rotational cycle to maintain a healthy and safe work environment for all employees and patrons
- Reviews, investigates and resolves all reported incidents and adjusts aspects of operations such as high-risk areas of traffic flow as needed
- Collaborates with the Director of Human Resources to establish and implement required safety training for employees such as First Aid and CPR, Food Handler's and WHMIS
- Ensures the security and safety of all assets and merchandise of the business
- Adheres to regulations and inspections, and aligned with WFN Human Resource policies and procedures, and other regulations, where applicable
- Formulates and implements appropriate security policies and measures to ensure that the safety of employees and patrons is maintained
- Ensures that all employees understand and comply with all security policies and procedures
- Ensures all permits for business operations are renewed as needed in accordance with deadlines such as the Retail Vendor's Permit, etc.

Customer Relations

- Ensures a high-quality customer experience, dealing effectively with requests and complaints from customers, representatives, and suppliers
 - Resolves complaints in a timely manner
 - Manages and participates in all in-store public and community relations
 - Maintains and supports a positive community image and acts as a role model within the community
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- Adhere to all Acadia First Nation (AFN) Policies, Procedures and necessary store procedures, as required
 - Other duties, training and activities related to Head Cashier position, as required



EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Degree or Certificate in Business Administration Management from a community college or university
- Three to five-years of relevant experience in management roles or an equivalent combination of education and experience sufficient to successfully perform all the essential tasks of the job
- Management experience in a team orientated work environment preferred
- WHMIS Certification is an asset
- First Aid & CPR Certification is an asset
- Occupational Health & Safety Certification is an asset
- Must be bondable
- Criminal record check upon hiring

ABILITIES, SKILLS AND COMPETENCIES

- Strong multitasking skills and an ability to meet deadlines
- Strong conflict resolution skills, ability to solve unique situations and problems while keeping positive attitude
- Ability to listen and observe behaviour
- Demonstrated effective time management and problem-solving abilities
- Strong decision-making skills
- Strong ability to work in a team
- Demonstrated computer skills, e.g., Word, Excel, etc.
- Good interpersonal skills, organization ability, and written and verbal communication skills
- Strong leadership skills, including the ability to lead a team in a supportive and inclusive manner
- Strong analytical and critical thinking skills
- A commitment to fostering, cultivating, and preserving a culture of diversity, equity and inclusion
- Solid business acumen, ability to understand and deal effectively with a variety of business risks and opportunities

Deadline to Apply: February 25, 2024

Acadia First Nation is equal opportunity employer; however, qualified Aboriginal applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission.

Submit Cover Letter and Resume to resumes@acadiaband.ca **Please quote YWWManager# on your cover letter and indicate your salary expectations for this position.

WFN reserves the right to refuse any and all applications for employment and does not assume candidate expenses related to this recruitment process.

Only candidates selected for an interview will be contacted.