



EMPLOYMENT OPPORTUNITY

DIRECTOR OF RETAIL BUSINESS OPERATIONS

POSITION TITLE	Director of Retail Business Operations
DEPARTMENT	Business Operations
SALARY	Salary is dependant on qualifications and experience
TERM	Permanent/Full-Time/40 Hours Per Week
LOCATION	Dependant on the successful candidate's location
ESTIMATED START DATE	May 2026

Wasoqopa'q First Nation (formerly Acadia First Nation) is governed as a custom band under the provisions of the Indian Act with established bylaws, policies and procedures. Spread throughout the Southwestern regions of Nova Scotia, Wasoqopa'q First Nation spans five counties from Yarmouth to Halifax, encompasses six (6) reserves and has locations in both rural and urban settings.

Wasoqopa'q First Nation is ***“welcoming, inclusive and is a multigenerational Mi'kmaw Nation that is unique and successful at protecting its waterways and lands, and values the traditions, people, culture and spirituality, while carefully utilizing its assets and strengths for sustainability, jobs, culture and recreation.”***

Through community and economic development initiatives, programs and services, Wasoqopa'q First Nation continues to grow, enhancing the social and economic well-being of the Nation.

POSITION OVERVIEW AND OBJECTIVE

WFN is currently recruiting for a Director of Retail Business Operations, reporting to the Executive Director/Band Manager, responsible for providing leadership and operational oversight to existing WFN retail business operations, including overall financial accountability, regulatory compliance, sustainability, and long-term business growth and profitability, in accordance with WFN culture, vision and values.

ESSENTIAL FUNCTIONS AND DUTIES

Strategic and Operational Leadership

- Oversees the overall day to day operations of existing WFN retail businesses and locations, working collaboratively with Retail Business Managers to drive success and generate wealth
- Establish new and or streamline, processes, policies and procedures in similar existing retail businesses, bringing cohesion in operational management across locations
- Work collaboratively with the Inventory Department to implement the Retail Business Operations Inventory Guidelines, processes and procedures across all locations
- Identifies challenges and develops solutions that support correcting deficiencies in day to day operations
- In collaboration with Retail Business Managers, reviews and improves cost controls and profitability strategies in existing retail business operations, including hours, scheduling and employee compliment
- Analyzes existing retail business operations and determine long-term strategies to address growth and financial stability in a changing economic climate



- Researches and identifies, with Retail Business Managers, markets, trends and opportunities to diversify and or expand business offerings within existing WFN retail businesses and locations
- Maintains oversight of cash handling management and procedures, to ensure accuracy, accountability and security
- Leads business planning, forecasting and investment strategies, in collaboration with Retail Business Managers, for existing retail businesses and locations
- Develops, with the Director of Human Resources, new policies and procedures, as required

People and Performance

- Sustains a team compliment that maintains effective business operations
- Supervises all Retail Business Managers 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 Retail Business Managers
- Promotes a high-performance culture, foundational upon respect and accountability
- Collaborates with the Director of Human Resources, regarding recruitment efforts for new and vacant Retail Business Manager positions including job postings, interviews, hiring, orientation and training
- Conducts Retail Business Manager's performance evaluations and appraisals in accordance with WFN policies and procedures
- Addresses and resolves Retail Business Managers requests, complaints, and other related employee matters
- Organizes and implements regular Retail Business Manager's meetings on a quarterly basis
- Collaborates with the Director of Human Resources to identify and implement required and desirable Retail Business Manager's training opportunities in health and safety, and professional development

Governance and Compliance

- Ensures Retail Business Managers maintain and renew all permits, approvals and licenses in compliance with laws and legislative standards
 - Fosters a culture of ethical leadership and responsible decision making, in the best interests of retail business operations
 - Maintains a high degree of confidentiality and professionalism regarding business matters
 - Ensures Retail Business Managers are addressing and adhering to all occupational health and safety standards and regulations
 - Monitors emerging business risks, including financial, operational, regulatory, reputational, and determine strategies to address and or minimize risk to retail business operations
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- Adhere to all Wasoqopa'q First Nation (WFN) policies, procedures and necessary business operations procedures, as required
 - Working in a team environment, other duties, training and activities, as required

QUALIFICATIONS

- Bachelor's Degree in Business Administration, Commerce, Finance, or related field



- 5–10 years senior management experience, preferably in overseeing multiple departments and or business units
- Knowledge and experience working within a Mi'kmaw community, business and or organization is preferred
- Knowledge of occupational health and safety standards is preferred
- First Aid & CPR, WHMIS and Food Handler's Certification is an asset
- Criminal Record Check required upon hiring

REQUIRED ABILITIES, SKILLS AND COMPETENCIES

- Strong leadership skills, including the ability to lead a team in a supportive and inclusive manner
- Excellent interpersonal skills, organization ability, and written and verbal communication skills
- Demonstrated cultural awareness and community-centered leadership
- High level of professionalism and accountability
- Demonstrated effective time management and problem-solving abilities
- Strong multitasking skills and an ability to meet deadlines
- Demonstrated computer skills, e.g., Word, Excel, etc.
- Strong analytical and critical thinking skills
- Strategic thinker with strong decision-making 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
- Demonstrated adherence to integrity and sincerity

WORKING CONDITIONS

- Hours of work are expected to occur during regular administrative operations Monday to Thursday 8:00am to 5:00pm inclusive
- Travel may be required to attend meetings
- A valid driver's license is required, as is access to a vehicle
- Occasionally, time and travel for meetings may fall outside of the regular office hours
- Sitting and or standing for an extended period, may occur
- A great deal of time is spent working indoors in well maintained, heated/ventilated environment with modern and up-to-date equipment
- Long period of work on a computer can occur

APPLICATION REQUIREMENTS

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

WFN appreciates the interest of all applicants, only those selected for an interview will be contacted. WFN does not assume candidate expenses related to this recruitment process.

In accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission, if all qualifications are equal, preference will be given to persons of Aboriginal ancestry and if a Wasoqopa'q First Nation Band member.



DEADLINE TO APPLY

Deadline to Apply: April 20, 2026

Wasoqopa'q First Nation is committed to fostering a safe workplace that provides an equitable, diverse and inclusive environment, where employees are treated professionally and with dignity and respect. We value the contributions that each person brings, and are committed to ensuring equal opportunity and participation as part of the WFN team.

We are a community. We make a difference.