



Career Opportunity
Manager, Retail Operations
(Full-time Permanent)

Closing:
May 22, 2026

Anticipated Start Date:
Immediate

Salary Range:
\$68,000 - \$72,000
(Based on Qualifications and Experience)

General Description: Under the Direction of the Executive Director of Operations, the Manager, Retail Operations is responsible for overseeing the day-to-day management and strategic growth of Sipekne'katik's retail operations.

This position ensures efficient retail operations, strong financial performance, and a positive customer experience while supporting Sipekne'katik's broader economic development goals. The successful candidate will oversee retail staff, manage inventory systems, lead merchandising initiatives, support e-commerce growth, and develop strategies to improve operational performance and profitability.

Key Responsibilities:

Retail Operations Management 40%

- Oversee daily retail operations to ensure efficient, safe, and customer-focused service delivery
- Develop and implement operational procedures and service standards
- Monitor sales activity and operational performance to ensure revenue targets are met
- Maintain store presentation, merchandising standards, and product displays
- Ensure compliance with organizational policies and applicable regulations
- Monitor pricing strategies and market trends to remain competitive

Inventory & Merchandising 40%

- Implement inventory control systems to monitor stock levels and reduce shrinkage
- Conduct regular inventory audits and reconcile discrepancies
- Coordinate product ordering, receiving, and inventory tracking
- Build relationships with suppliers and vendors
- Identify high-performing products and adjust merchandising strategies accordingly
- Manage seasonal and promotional product rotations

Marketing & E-Commerce 15%

- Develop marketing strategies to increase customer engagement and sales
- Manage online sales platforms and e-commerce operations
- Coordinate digital marketing campaigns and product launches

- Monitor online sales metrics and identify growth opportunities
- Support branding initiatives that promote Sipekne'katik businesses and products

Leadership & Team Development 15%

- Hire, onboard, train, and supervise staff
- Set performance expectations and provide coaching
- Conduct regular check-ins and performance evaluations
- Address employee concerns and workplace conflicts
- Foster a positive, professional, and team-oriented workplace culture

Financial & Administrative Management 5%

- Develop and manage departmental budgets
- Monitor expenses, cash handling, and cost controls
- Review financial reports and identify operational variances
- Support funding agreements and reporting requirements
- Ensure department meets financial targets

Other Duties 5%

- Perform additional duties as assigned by the Executive Director of Operations

Qualifications and Experience/Skills:

Education

- Diploma or degree in Business Administration, Retail Management, Marketing, or a related field
- Equivalent education and experience may be considered

Experience

- Minimum 3–5 years of experience in retail management, business operations, or a related field

Knowledge, Skills & Abilities

- Strong leadership and team management skills
- Knowledge of retail operations, merchandising, and inventory management
- Ability to analyze sales and operational data to support decision-making
- Knowledge of financial reporting and budget management
- Strong customer service and communication skills
- Experience with e-commerce platforms and digital marketing tools
- Conflict resolution and problem-solving skills
- Strong organizational skills and ability to manage multiple priorities

Other Requirements

- Successful completion of a Criminal Records Check
- Valid driver's license and reliable transportation are required due to the nature of this position
- Experience working in a First Nations Community is preferred.

Working Conditions

- Primarily on-site position
- Work will be split between Indian Brook and Hammonds Plains locations
- Regular hours are Monday to Friday, 8:00 AM – 4:00 PM
- Some evening, weekend, and overtime work may be required
- Ability to lift up to 20–25 kg may be required
- Must be comfortable working in fast-paced retail environments

Benefits:

This position comes with a variety of benefits including Sick, Personal and Vacation Leave, Health, Dental, Disability and Life Insurance, an Employee & Family Assistance Program and employer matched Pension Plan.

Please apply with a resume, cover letter and criminal records check to:

Human Resources Department

Email employmentapplication@sipeknekatik.ca

Mail/drop off: 522 Church Street, Indian Brook, NS B0N 2H0

We are an 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. The Band will not assume any expenses related to any job application process, included but not limited to travel, relocation, and application development. Please note certain positions come with mandatory employee benefits.

Only those applicants who qualify for an interview will be contacted.