

## **The Position:**

Team Leader

New to St. Stephen but no stranger to small towns across Canada, Simply for Life is committed to delivering the highest quality nutrition and lifestyle coaching to clients in conjunction with offering natural and organic products in its Simply for Life Natural Markets. We take pride in our personalized attention and outstanding service. Dedication to our clients, the community and sharing the spirit of healthy living will always be at the foundation of our business.

We are seeking a motivated, experienced and hands-on Team Leader for our new St Stephen location. The successful candidate will be responsible for day to day operations and leading the St Stephen team to success. They will be accountable for all store operations with the goal of delivering a healthy and productive work environment and a rewarding experience for our customers and staff.

## **The Position Responsibilities:**

- Provide leadership and coordination of daily operations in all areas of the St Stephen location in sync with the vision of the franchisee.
- Establish and maintain a positive work environment with high morale. Perform periodic performance evaluations of your team in consultation with the franchisee.
- Operating the store in an efficient and profitable manner, achieving sales, labour cost and expense targets
- Analyze product ordering, transfers, rotation, waste and spoilage to maximize efficiencies and profitability
- Place orders for products and equipment in a timely manner in consultation with the franchisee
- Ensure the store is clean, safe, presentable and effectively merchandised.
- Provide accurate weekly and monthly management reports
- Organize shift schedules for coaching services and the natural market, submit accurate payroll and oversee vacation requests and scheduling needs.
- Regularly review schedules to find productivity improvements
- Maintain accurate retail pricing and proper signage throughout the store
- Interview, select, train and develop new team members. Contribute to hiring and termination decisions with guidance from the franchisee.
- Consistently communicate and model our brand and standards
- Ensure that nutrition coaches are following the Simply for Life programs, monitor client progress and process all required reports from our in-house client management software
- Deliver and maintain exceptional customer service and set benchmarks and targets for the team
- Conduct regular and effective team huddles/meetings to maintain good communication
- Lead with a culture of development and learning. Continually increase your team's product and service knowledge and find new and changing ways to extend that to our clients and community

- Develop an excellent level of knowledge and awareness of relevant competitors and market trends.
- Build positive relationships and partnerships with local businesses for cross-promotion opportunities, growing the Simply for Life Corporate Programs, and secure opportunities to promote the brand throughout the St Stephen and Charlotte County regions.
- Oversee the franchise's social media presence by producing regular content that coincides with company events, promotions and product highlights.

The Team Leader will also be responsible for delivering regular customer service tasks, such as selling nutrition services, processing Natural Market and Service sales for customers, stocking store shelves, cleaning and other miscellaneous tasks that may not have been described in this job description.

### **The Knowledge, Skills and Abilities:**

Our ideal candidate will have at least two years of relevant experience as a manager, team leader or similar experience with demonstrated positive performance and results. Candidates with a proven high performance record in either the hospitality and tourism sector or grocery retail business would be preferred.

Additional top-skills and abilities would include:

Proactive problem solver with excellent follow through and listening skills.

Demonstrated leadership abilities

Self motivated and solution oriented.

Proven record of successfully building and developing teams with high morale.

Effective written and verbal communication skills in correspondence as well as customer and team member interactions.

Has computer skills with an ability to use both Mac and Microsoft systems

Thorough knowledge of store products and services or the ability to learn them quickly.

Have a vision and passion to set and maintain top retail standards

Basic accounting and Quickbooks experience and can adhere to operational budgets

Have a high energy, collaborative and hands on working style

Be able to engage, motivate and inspire others

Organizational skills and shows a keen attention to details

Experience in handling a wide variety of customer service situations effectively

Can complete tasks with deadlines or in a timely and efficient manner

The ability to work in a fast paced and sometime changing environment maintaining a high level of performance

An ability to build and maintain strong relationships with individuals in different levels of business

Coaching and conflict management skills

Can effectively delegate

Has a strong vision for retail sales execution

Understands the Simply for Life culture and is an example of the Simply for Life Core Values.

Must have a strong sense of ownership, responsibility and integrity.

A large part of the role of the Team Leader at Simply for Life in St. Stephen is to lead, mentor and develop the St. Stephen Team to achieve and frequently surpass goals established by the franchisee.

As the Team Leader you will need to be flexible, have strong integrity and be open and ready for change. If you are ready to lead and help build an amazing team, believe in friendly, fun and knowledgeable service, quality products, fair prices and working in a positive, fun team atmosphere, Simply for Life St. Stephen could be your opportunity.

**What We Offer You:**

- A flexible and accommodating schedule
- A welcoming community of health-minded individuals
- A friendly, supportive and collaborative environment that fosters an integrative approach to health and wellness
- Attractive wage and compensation plan

We welcome applications from all interested parties however only those selected by the franchisee will be considered.

Please include a detailed resume outlining your achievements as well as a cover letter telling us why you would be a great fit for our growing team at Simply For Life

We look forward to hearing from you!