
JOB DESCRIPTION - ASSISTANT STORE MANAGER

Company description

Insalata is a truly unique cannabis retailer with its origin in the heart of Corso Italia, Toronto. Our employees come from a wide range of backgrounds, each bringing their own skills, talents, and passion to a collaborative work environment to create a customer experience that is second to none in the industry.

Insalata is committed to changing the current landscape in a meaningful way. Our strategic relationship and positioning give Insalata a differentiated competency that support our mission of guiding all adult consumers through their individual journey with cannabis.

We take the time to understand our customers; their experience level, wants, needs and how cannabis can be a meaningful part of their journey. We are a passionate, dedicated team who loves to learn and grow along with this industry. The Ownership group comes from various walks of life and expertise with over 15 years of Legacy knowledge, passion, and industry trends, to Pharmacists who understand the big picture and what cannabis has to offer. We do things differently and want someone as eager and passionate as we are to join our wonderful Team! **After all, It's about the Journey.**

Here's how you fit in:

As the Assistant **Store Manager**, you are an integral part of our day-to-day operations. You will report directly to the Head of Operations, who will be readily available to help guide and ensure both your and the stores success.

We want someone who will share in the excitement and look for creative ways to manage our business with a focus on growth. Our ideal candidate is entrepreneurial and a proven leader. With experience in retail management, you are capable of building and motivating a team of outgoing, results-oriented staff who act as cannabis educators. You're a natural teacher and have a passion for helping others deliver outstanding customer service. You LOVE Cannabis, seriously, and you understand how great this industry is with all its new innovations and products. You take pride in being well informed and continually growing your knowledge about this amazing plant.

You know what it takes to be a team player and partner with the Owners to create a thriving retail business and culture. You excel in environments where you get to problem solve, be creative and overcome challenges to achieve business metrics. Recognizing that we operate in a fast-paced industry, you anticipate the changing needs and move quickly to ensure our shared success within the cannabis landscape.

What we expect from you on a day-to-day basis:

- Manage all day-to-day operations of the store in accordance with the Alcohol and Gaming Commission of Ontario, Ontario Employment Standards, Human Rights Legislation and Standard Operating Procedures set by Insalata Cannabis Market
- Maintain a high level of product and industry knowledge. Build and maintain relationships with Brand Ambassadors, and drive Product Knowledge sessions for your team
- Propose and implement action plans to improve results, generate sales for each product category creating new clients and reactivating former ones
- Demonstrate and lead an outstanding customer service experience and establish a sales culture focused on building and increasing customer retention and brand awareness
- Create a supportive environment to develop and motivate staff through training, goal setting, performance monitoring and timely feedback delivery
- Recruit staff with specific qualifications and skills that meet company and market standards
- Contribute to the overall profitability of the retail store by driving efficient operational excellence and leading customer experiences
- Enforce company policies while adhering to proper procedures regarding disciplinary action
- Responsible for all shop opening and closing procedures
- Adhere to and uphold loss prevention systems
- Complete all necessary administrative paperwork in a timely manner including approving staff work schedules and ensuring appropriate shop coverage
- Help build replenishment orders, and inform the team about new products, restocks, etc.
- Receive orders, confirming order accuracy, prepping the vault and prep areas for new products, stocking them appropriately and merchandising any new products or restock items. As the Assistant Manager you will have to be onsite to receive our weekly orders from the OCS. Delivery windows can start as early as 7am
- Control daily invoices and petty cash and take necessary actions to effectively control costs
- Responsible for management and maintenance of cycle counts, inventory accuracy and shrink requirements
- Review and submit sales and operational reports to management
- Create relationships with local businesses and participate in community events
- Other duties as assigned

It would be great if you have:

- Strong leadership skills, with an emphasis on managing, training, coaching and mentoring a high performing team in a fast paced, high-volume environment
- Ability to train and develop staff to meet goals and give clear direction on assigned duties and performance expectations
- Strong, decisive, action-oriented, decision making and/or recommendation abilities
- Ability to monitor and control employment costs and inventory levels ensuring budget targets are met
- Ability to analyze sales reports, identify business trends and provide input on programs, policies, and initiatives to drive business results
- Ability to quickly adapt to changing environments and possess expertise and confidence to lead and effect change
- Strong interpersonal, communication, organization, and execution skills
- Understanding what it means to create a curated experience for each customer for their wants and needs along their journey with Cannabis
- Ability to maintain composure under pressure
- Knowledge of Point of Sale and/or Inventory Management system applications (We use Cova)
- Knowledge of Local, Provincial, and Federal Laws and Regulations pertaining to Retail Cannabis
- A flexible schedule (weekdays, weekends, and evenings)
- CanSell certification and Cannabis Retail Manager Licence or ability to obtain them

So, what's in it for you:

- Supportive Owners who are cheering for your success - just tell us what you need to get the job done and we will remove whatever barriers we can. Our passionate dedicated ownership group has over 20 years of experience in Cannabis, from Recreational level to Pharmaceutical and will be there to support you however they can
- An environment where we hustle, a lot ... but where we also find time to share in our successes. We are constantly looking for achievements that go above and beyond our expectations and we love to recognize greatness! Be prepared to be delighted by us