



## **Inventory & Process Manager**

- Manages climbing category
- Manages ecom
- Manages special orders
- Manages warranties
- Coordinates with Floor Manager on staff needs/training, etc.
- Participates in management meetings and reviews to ensure that adequate and correct stock is represented on the floor (or review other customer insights/special requests)

## **Responsibilities**

### **General Responsibilities**

- Ensure high levels of customers satisfaction through excellent service
- Supervise and guide staff towards maximum performance in unison with the Floor Manager and the General Manager
- Deal with complaints from customers to maintain the store's reputation
- Help coordinate sales goals and in-store team building and other staff development events as needed
- Constantly inspect the areas in the store, basement, inventory storage areas and resolve any issues that might arise. Keep these areas organized as the year progresses. Ex - basement was clean and organized at the end of last summer and now it is not.
- Help determine needs for improvements in the store
- Ensure Sales Associates are compliant with general policies and procedures
- Be an example of good behavior and high performance to staff and customers
- Support the Floor Manager with maintaining an outstanding store condition and visual merchandising standards
- Deal with issues that arise from staff or customers (complaints, grievances etc)
- Works with the Floor Manager on planning staffing needs and roles for the week (Receiving Inventory, Restocking, Inventory Management, merchandising, stock re-flow)
- Helps manage the Opening and Closing of the store
- Manages floor cleaning when the Floor Manager is not present
- Create and foster a healthy workplace environment for staff
- Organization/Cleanliness
  - Floor Tidiness
  - Basement
  - Backroom downstairs
  - Ski Shop
  - Upstairs Room/Hallway
  - Upstairs Bathroom
- The Floor Manager and Inventory & Process Manager work together with General Manager to make their schedule. One must be scheduled everyday May-September
- Help organize and approve staffing scheduling requests with the Floor Manager
- The Floor Manager and Inventory & Process Manager work together to support staff needs and customer service.
- Maintain outstanding store condition and visual merchandising standards
- Additional store manager duties as needed
- Attends weekly management meetings with the General Manager, MKT Manager, Floor Manager, and owner ("store review", news/information, needs/improvement, customer insight, customer buying trends, interesting information, etc.)
- This position reports to the General Manager



## Specific Responsibilities

- Inventory Management
  - Receiving Inventory as shipments arrive at the shop
  - Restocking: Ensure that adequate inventory levels are always present on the floor; works with Floor Manager to ensure adequate stock levels are represented on the floor
  - Constant monitoring of stock levels and purchases to ensure we have the proper inventory levels and reports any situations/needs to Buyer
  - Maintains organization of/oversight of backstock areas – Basement and Upstairs
  - Build Products in System
  - Build Purchase Orders
  - Manages the full store Inventory semi-annually
  - Report weekly on buying trends and customer needs to the Buyer
- Climbing Category
  - Manages and maintains Climbing category of hardgoods, climbing displays, oversight of correct assortment of climbing goods
  - Coordinates/assists in “climbing meet-ups” and other community involvement areas
  - Train staff in areas to send customers and on product is used.
- Ecom
  - Manage Web Orders - ensure that web orders are processed/shipped in a timely manner, and other appropriate staff are trained on proper web order fulfillment procedures
  - Coordinate with Marketing Manager on proper procedure and if/when there are special web promotions to ensure timeliness of processing of web orders
- Warranty Program
  - Manages warranty program and staff procedures in this department
  - Ensures that warranties are processed and fulfilled correctly and timely (per vendor policies)
  - Warranty Program manual created to ensure that each vendor’s warranty policies are clearly represented
- Special Orders
  - Manage Special Orders program
  - Ensure that Special Orders are taken correctly and fulfilled
  - Ensure that staff are trained correctly on Special Order forms and procedures

## Requirements

- Proven successful experience as a leader/team leader
- Customer management skills
- Strong organizational skills
- Good communication and interpersonal skills
- Self Starting and willingness to initiate, problem-solve, and implement solutions
- Ability to handle non-routine situations “on the fly”
- Strong listening, presentation and decision making skills
- Adaptability for when special circumstances dictate or a plan deviates
- Desire to learn and continue to stay active/interested in the outdoors and the outdoor industry
- Team player
- Works well in a team environment
- Not afraid to ask questions