



LIGHTFOOT GAS STATION

Job Description

Version: 10-Nov-2021

GENERAL MANAGER

REPORTING TO: Chief Executive Officer, Cayoose Creek Development Corporation

JOB OVERVIEW

The General Manager oversees all aspects of the business' daily operations and profitability according to set goals and business objectives. While maintaining company standards and operating at maximum efficiency, the General Manager is responsible for all staff and continually focused on improvement. Setting aggressive business goals and objectives the General Manager leads by example and develops a team focused on performance, service excellence, and quality assurance. The General Manager represents the business positively and professionally in the community.

This Job Description may be revised as operational planning progresses; for example, depending on any administrative or accounting support provided from Cayoose Creek Development Corporation.

Responsibilities include and are not limited to the following:

- Establish and maintain all organizational goals, performance objectives and guidelines that are based on store and corporate policies.
- Collaboratively establish, maintain, and continuously review best practices based on store Policy.
- Oversee all gas bar, convenience store, and food service operations, based on the goals, objectives, and standards of the organization.
- Ensure production demands and standard for food quality and service, balancing time efficiency and cost management.
- Oversee, assist, and supervise all store employees in planning and performance to achieve all goals and objectives.
- Provide a model of supportive leadership promoting the concepts of teambuilding and empowerment.

KEY DUTIES AND RESPONSIBILITIES:

Financial Accountability:

- Accepts primary responsibility in the preparation of all annual budgets.
- Forecasts, schedules, and monitors all labour and other controllable expenditures within the budget.
- Scrutinizes the operating statements to ensure efficient operations and to initiate immediate remedial action where necessary.
- Accepts direct responsibility for overall gross margins, sales ratios and all operating costs including labour.
- Understand and utilize the financial tools and reports available to support Lightfoot Gas and ownership.
- Ensures cash controls and procedures are set and followed and verifies daily cash balances.
- Familiarize and train employees with POS System.
- Communicates and monitors budget expectations with the Board.
- Oversee daily sales and reconcile bank statements.
- Adjust prices per demand and suppliers pricing.
- Make sound business decisions for buying large quantities with volume-based discounts.
- Adhere to provincial regulations for tax exempt tobacco and fuel transactions and reporting.



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Operations - Inventory/Price Control:

- Implements and maintains effective inventory control methods for all inventory, with emphasis on Food, Fuel and Tobacco.
- Determines when to make order adjustments because of low stock level or excessive inventory.
- Provides guidance and assistance for ordering, deliveries, backroom storage, etc.
- Supervises the front end to reduce inventory shortages.
- Determines that all products are properly stocked and displayed, and items meet required quality.
- Supervises inventory quarterly and provide inventory reports.
- Observes and inspects all shelves and displays for mismarking's, illegible markings, unmarked items, out of stock conditions, facing, improper shelf space allocation, etc.
- Educate employees on proper dating procedures. Reviews "First in and First Out" (FIFO) rotation rules.

Safety, Security, Maintenance, and Sanitization:

- Ensure that all health/safety, sanitation, and security regulations are adhered to, and required standards are met for staff as well as gas bar and food service areas.
- Instructs employees to properly use all store and kitchen equipment, and train or delegate training where appropriate.
- Ensures that the food service area is clean and orderly at all times.
- Ensure all routine equipment maintenance is performed.
- Identifies and corrects any unsafe or unsanitary conditions.
- Inspects and orders repairs on malfunctioning equipment.
- Administer and review safety and fire guidelines and regulations.
- Ensure First Aid requirements are met including first aid personnel and training.
- Ensure and provide training regarding specific and valid certifications that employees must hold (LPG, WHMIS, TDG and Food Safe).
- Develops and assigns specific sanitation routines.
- Coordinate's sanitation inspections with appropriate personnel. Follows up to ensure any noted deficiencies have been corrected.
- Train staff on procedures for unauthorized removal of merchandise and/or pilferage and to observe proper security measures.

Human Resources:

- Determines hiring needs, interviews, and hires potential new employees.
- Performs new employee orientation process.
- Implements procedures for orientation of new employees.
- Sets performance expectations and goals for employees.
- Performs employee evaluations or delegates evaluations where appropriate.
- Provides specific feedback to employees on job performance including training needs and overall potential.
- Investigates and handles staff complaints in conjunction with HR practices and Employment Standards.
- Utilizes disciplinary procedures where needed.
- Convene and chair all staff meetings.



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Customer Service:

- Educate, train, and monitor employees on delivering excellent service attributes.
- Greet and assist customers in a way that models exemplary conduct to all staff.
- Ensures all customer complaints are addressed and handled professionally.
- Observes staff to ensure that personnel are courteous to customers.
- Review employee schedule to ensure proper staff coverage to provide excellence in customer service.

Board Relationship:

- Demonstrate, adhere, and implement Board Directed Policy.
- Work with Board to establish and achieve annual goals and objectives.
- Provide Board monthly financial reports and other related business.

Merchandising and Marketing:

- Study market research and trends to determine consumer demand, potential sales volumes, and effect of competitors' operations on sales.
- Develop and maintain a store that is well merchandised and meets budgetary goals and customer service objectives. Implement merchandising plans/promotions.
- Develop and oversee a marketing campaign to maximize local involvement, expand markets, and to increase sales. This will include implementing merchandising promotions and coordinating special / seasonal displays with the management team. Make sure ample merchandise is ordered to support sales display and advertising plans.
- Ensure all electronic sales and web marketing activities are current and accurate.

EMPLOYMENT REQUIREMENTS:

- High School Diploma or equivalent education level is required
- Preference will be given to a university degree or college diploma in related field; or 5 or more years of related retail sales experience at increasing levels of responsibility.
- Exceptional customer service skills with a talent for building customer loyalty, strong leadership and organizational skills and effective communication skills.
- Able to do stand and walk for extended periods of time and do some heavy lifting.
- Hold a valid WHMIS, TDG, and LPG Certification
- Hold a valid Food Safe Level 2 Certificate
- Hold a valid Occupational First Aid Level 1 Certification
- Hold a valid Driver's License and access to a reliable vehicle
- Clear Criminal Record Check