



Customer Experience Manager Coles Gateway N. Mall, Prince Albert, SK

As part of the store leadership team, we want you:

- To add joy to our customers' lives by providing leadership to our Customer Experience Representatives (CERs) and ensuring the delivery of an exceptional customer experience in the store at all times
- To drive sales and service by coaching our CERs to enrich the customer experience through promotion of our products and services
- To support the Regional Manager in creating the most inspiring retail environment for books and life enriching products by ensuring that the store is well-run, well-merchandised, and well-staffed

In store you will:

- Lead a team of CERs and to engage customers and deliver an exceptional customer experience to drive sales in large sections of the store
- Support a well-run environment by participating in the execution of the store's annual business plan
- Maximize store sales by being a role-model to the CERs and consistently delivering an exceptional customer experience
- Ensure operational excellence within the store by performing Manager-On-Duty shifts, ensuring that merchandising standards are being adhered to
- Keep up-to-date on product knowledge, services, promotions, events and store layout and pass on your knowledge to CERs
- Support a well-merchandised and well-run operational environment by adhering to all pertinent policies and procedures and ensure that your CERs also know and follow them
- Support a well-staffed environment by working with your store leadership colleagues to attract, hire, retain and develop talented and passionate CERs
- Actively solicit ideas and opportunities to continuously improve sales and store operations from your CERs, with an aim to implement best practices

You are the ideal candidate if:

You have a demonstrated passion and talent for working in a team-based retail environment. You have a university degree and at least two (2) years of retail experience with management accountabilities, demonstrated leadership, problem solving and customer service abilities. You are well-organized with high energy, effective communication skills and, of course, a passion for this business and the principle upon which it is built.