MANAGER, CAMPUS STORE
ASSOCIATE VICE-PRESIDENT SAINT JOHN
Employment Opportunity #011-21.22

The University of New Brunswick Saint John welcomes applications for the position of Manager, Campus Store with the Associate Vice-President Saint John. This is a continuing full-time (36.25 hours per week) position with the APT employee group. The position is funded by the University Budget with a salary range of $53,389 - $69,404 per annum.

Reporting to the Associate Vice-President, the Manager will lead and implement the start-up of an independent UNB Saint John campus store and develop the business and operational plans for future success.

*Note: This position was previously advertised and closed on May 26, 2021. Previous applicants need not re-apply. All applications will be re-submitted in the competition.

Position summary:

- Prepare and implement detailed operating plans for standard in-store and online operations.
- Introduce and set up selected POS/Inventory system; develop e-commerce site.
- Develop, modify, and implement all bookstore policies and procedures in accordance with UNB policies.
- Coordinate textbook and course material purchasing for Saint John Campus.
- Lead the execution of store-specific projects, initiatives, campaigns, and promotions.
- Resolve complaints and escalate issues in a timely and professional manner.
- Develop standards, agreements, and relationships with local businesses for in-store product features and pop-ins.
- Coordinate physical infrastructure needs with Facilities Management. Maintain and upkeep all store equipment, furnishings, and physical space.
- Develop and maintain excellent working relationships with university departments, customers, and external suppliers.
- Facilitate and encourage the adoption of e-resources, OER’s (Online Educational Resources).
- Develop and promote a team environment and act as a leader within the store to all staff levels.
- Manage the day-to-day operations of the campus store, including inventory control, point-of-sale, all web-based systems, accounts payable process, shipping and receiving area, cashiers, returns, refunds, stockroom functions and sales floor management, marketing, promotions, communication.
- Hire, train, and supervise staff. Ensure effective performance management and maintain a culture of accountability.
- Develop and manage annual budget.
- Plan a comprehensive sales program that positively impacts future sales/expense opportunities.
- Identify and select inventory volumes and selection based on student enrolments, ratios, and profile to maximize sales and successfully launch store opening.
- Build inventory database identifying margins and costs; identify and source inventory.
- Work with marketing and communications office to develop, launch and maintain effective promotional campaigns using social media.
- Work with Facilities Management to plan store layout, including fixtures, displays etc.

Requirements/Skills:

- Post-secondary degree (business degree preferred) or equivalent combination of training and experience.
- Minimum 5 years’ senior retail management experience within a retail bookstore, preferably within a post-secondary environment. Experience with POS/Inventory/E-commerce systems, marketing, and promotion required.
- Strong customer service experience.
- Experience managing inventory/point of sale/accounts payable systems, and processes.
- Exceptional leadership, interpersonal and conflict-management skills, and relationship-building skills. Demonstrated ability to effectively influence a team.
- Exceptional organizational, time management, and problem-solving skills. Strong analytical skills and financial acumen.
- Excellent computer skills (e.g., MS Office, E-mail, retail management systems).
- Demonstrated strong understanding and utilization of visual merchandising tools, such as signage and fixtures.
- Occasional evening and weekends shifts. Ability to lift boxes up to 20lb.

Closing date for applications is July 5, 2021 4:00PM. We thank all applicants for their interest but only those selected for an interview will be contacted.

The University of New Brunswick is committed to employment equity and fostering diversity within our community and developing an inclusive workplace that reflects the richness of the broader community that we serve. The University welcomes and encourages applications from all qualified individuals who will help us achieve our goals, including women, visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, gender identity or gender expression. Preference will be given to Canadian citizens and permanent residents of Canada.