

## Job Posting

Position: Store Manager/Store Manager in Training  
Job Category: Operations & Sales  
Type: Full Time Permanent  
Location: Gloucester Mall, Ottawa  
Start Date: Immediately

### ABOUT US

Wireless Express (WE) is Ontario's largest authorized Rogers and FIDO dealership with 46 retail locations across the province from Windsor to Ottawa. WE is an entrepreneurial, privately held company with more than 18 years of experience in the cellular marketplace.

Wireless Express is seeking Store Managers and Managers In-Training who are committed to staff development to join our growing team.

### IS THIS YOU?

Retail Managers are pivotal to our continued success, and we love people who bring value to the bottom line, and inspire others to achieve their goals.

You're passionate about your work, and you inspire others. You're an experienced coach and aspiring mentor. Most importantly, you create an awesome working environment poised to deliver extraordinary customer experiences each and every day.

### OUR COMMITMENT TO YOUR SUCCESS

- Competitive compensation plan
- Comprehensive benefits package
- Rogers Brand Recognition
- Considerable earning potential
- Opportunities for Advancement
- Professional Support Team

### KEY DUTIES & RESPONSIBILITIES

- Builds a sales team focused on building the Rogers brand, developing customer loyalty, and driving sales results
- Supports and assists in the seeking out of new sales, relationship and business opportunities outside the store
- Promotes the effective utilization of all sales tools and promotions and actively participates and endorses incentives and programs.

- Contributes to the Development of quarterly, monthly and weekly tactical business plans to exceed all key objectives
- Monitors and manages sales run rates and develops contingency plans as required to address shortfalls or exceed sales targets
- Responsible for staffing including the preparation and monitoring of store schedules and hours worked
- Contributes to the preparation of store schedules, ensuring store is properly staffed at all times.
- Ensures store operations and conditions are maintained to Wireless Express Standards as outline in the Store Inspection Report
- Keeps up-to-date and ensures team is up-to-date on all Wireless Express policies and procedures.
- Commits to the continual Rogers/Wireless Express training program. Ensuring required knowledge to perform is always maintained. This process may involve conference calls, webinars, classroom and traveling to courses. These may occur before, after or during regular retail hours.
- Executes strict inventory control and conduct inventory counts, as required
- Ensures store is merchandised as per standard and plan o gram.
- Maintains store standards as they are outlined in the Store Team Activity Report and strives to maintain the company minimum of 80%.

#### **EDUCATION & EXPERIENCE**

- Willingness to obtain a valid First Aid Certificate: Emergency First Aid with CPR level A or B is mandatory
- Minimum of 2 years experience in a retail sales management role
- High degree of comfort with emerging technologies, knowledge of wireless, roaming and/or long distance
- Experience in the cellular/cellular service industry considered an asset
- Post-secondary education in business, information & communication technology or related field
- **A clear CPIC (Canadian Police Information Centre) records check is required**

#### **KNOWLEDGE SKILLS & ABILITIES**

- Demonstrated ability to coach team members, providing advice and guidance to staff members in the resolution of problems, evaluating performance and identifying and communicating opportunities for improvements
- Proven track record in exceptional customer service, and ability to drive sales
- Solid planning and organizational skills, with high level of attention to detail
- Superior written and verbal communication skills
- Strong computer skills: Microsoft Office Suite

**HOW TO APPLY:**

**We want to learn more about you. Please include a cover letter with your application which specifically outlines how your skills and experience will enable you to surpass sales targets and develop a solid sales team.**

Resumes will be accepted via email. We appreciate all responses and advise that only those candidates selected for an interview will be contacted.

**Position:** Manager: Gloucester

**Email:** [resumes@wirelessexpress.ca](mailto:resumes@wirelessexpress.ca)

***Applications which do not indicate location will not be accepted.***

