



RCMP
HERITAGE
CENTRE

LE CENTRE DU
PATRIMOINE
DE LA GRC

Join the RCMP Heritage Centre's Team!

Posting Title	Assistant Manager: Retail Services
Location:	The Trading Post at RCMP Depot & The RCMP Heritage Centre Gift Shop
Position Details:	Full Time Position
Compensation:	\$45,000-\$55,000 annual salary (based on experience)
Hours of Work:	40 hours/week and includes evenings and weekends

Organization Overview

The Royal Canadian Mounted Police (RCMP) is one of Canada's longest-standing institutions and is deeply embedded in the history and unfolding story of our country. The RCMP and its symbols – the “red serge”, Mounties on horseback, and the Musical Ride – have become icons of Canadian Heritage familiar around the world.

The RCMP Heritage Centre represents a rich space for historical preservation, exploration of alternate perspectives, and the pursuit of reconciliation, and has become a major destination centre that celebrates the traditions and history of the RCMP. More recently, the RCMP Heritage Centre is embarking on an exciting new chapter of its own story by undergoing the process to become established as a national museum in Canada.

To prepare for the long path ahead, the Centre is building a team today who is bold, passionate, collaborative, and up for the challenge as we take this journey together and deliver on a vision of *Connection, Authenticity* and *Pride* for all Canadians.

Position Overview

The Assistant Manager of Retail Services supports the Director of Retail Services and manages store operations at the Trading Post and the RCMP Heritage Centre's gift shop, leads retail staff and volunteers, drives profitable store sales, and upholds a high standard of customer service excellence with every touchpoint and transaction throughout the shopping experience.

The Trading Post, located at “Depot” Division in Regina, supports RCMP Cadets through training and provides all members of the Force with access to high quality duty items. The RCMP

Heritage Centre gift shop welcomes guests from near and far and offers an in-store and online shopping experience selling RCMP licensed clothing, souvenirs, books, and much more.

Responsibilities and Duties:

- As the “second in charge,” the Assistant Manager of Retail is responsible for managing all aspects of the stores
- Operates with honesty and is transparent in actions, tasks, and expectations and exhibits strong problem-solving skills with a high degree of attention to detail.
- Provides a comfortable shopping atmosphere through leading by example and assisting with training and development of the sales team.
- Cultivates a positive team atmosphere and is able to lead and motivate a highly driven staff within a dynamic organization.
- Develops and supports sales strategies and processes using a customer centric mindset to reach financial and other measurable targets, drive store sales, and maximize efficiencies and productivity.
- Communicates and executes action plans to the team on upcoming projects, targets, priorities, company initiatives, events, promotions, or any other store initiatives.
- Performs point of sales (POS) transactions and ensures the store is visually appealing through participation in product presentation, store housekeeping and visual displays.
- Manages the Centre’s e-commerce platforms including online sales operations and transactions.
- Completes administrative activities including coordinating order placements, maintaining appropriate inventory, ensuring store audits and safety audits are completed, coordinating minor store repairs, and completing appropriate financial reporting to the accounting department as required.
- Manages staff administrative duties including scheduling, payroll, performance reviews, training, and others as needed.
- Understands retail math, markup, markdown, stock turnover, life cycle of a product, gross profit, etc. and is familiar with seasonal set ups, clearance and department resets.
- Reports to the Director of Retail Services and is the direct report for sales staff and volunteers.

Qualifications:

- The successful candidate will have 2-5 years of retail experience
- Previous experience with financial management within a retail environment is a requirement.
- Supervisory or volunteer management skills are highly favoured.

- Fluently bilingual (French and English) is an asset.
- Proven track record of working successfully in a fast-paced environment.
- Exceptional team skills and a commitment to maintaining a positive, collaborative respectful work environment are essential qualifications.
- The ideal candidate will have the proven ability to act independently, exercise good judgment and show personal initiative.
- The position requires a candidate who is able to consistently represent the museum positively and effectively both onsite and in the community.
- The successful candidate will be comfortable working to goals and expectations and in reorienting plans to accomplish desired results.
- Demonstrated strength in achieving targets and meeting deadlines.
- The candidate must be comfortable using retail POS and e-commerce platforms, and experience with LightSpeed would be an advantage.

Important Note

- A RCMP security check will be conducted for this position and hiring is contingent on the successful candidate passing this clearance.

Equal Opportunity Statement

We are a place for all Canadians and equal opportunity and are committed to a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, sexual orientation, or gender identity.

Application Instructions (*must be followed for the application to be considered)

- Please submit your **cover letter** and **resume - saved together in one file** with **your name** and the **position title** in the file name. (example: Jane Doe Cover Letter and Resume – Assistant Manager of Retail Services.docx)
- Please submit your application, attention to Tara Robinson at info@rcmphc.com before Friday, November 12th at 5:00 PM.

Thank you to all who apply. Only those selected for an interview will be contacted.