



## FOR THE *NEW OPPORTUNITY* IN YOUR LIFE

Are you looking for a position where you are suitably challenged and where successful execution of your job role will contribute to creating opportunity for growth for both you and the business?

People's is a retail establishment with a history of making a difference. We opened our doors in 1984 and have contributed to the career growth and wellness of generations of staff and customers. Our employee relations philosophy is: *"where ability meets opportunity"*.

### WAREHOUSE MANAGER

If you understand that effective warehouse and facilities operations are 'command central' for a retail business and enjoy the daily challenge of making a living as a problem solver, then this may be the opportunity for you.

#### Core Expectations Include:

- Managing all aspects of warehouse and facilities operations including all personnel, products, processes and business practices required to maximize sales turnover targets and achieve desired financial results for the retail stores;
- Developing, directing, and motivating teams to promote a culture of excellence; assisting with all personnel related activities including recruitment, training and coaching staff to enable them to consistently meet the expectations of their role; providing input to realign employee performance to expected standards; scheduling; filling vacant shifts and managing planned and unplanned absences;
- Regularly communicating with staff to ensure awareness of work priorities, and any other information necessary for them to meet the expectations of their role; engaging colleagues in open two-way dialogue to maintain positive employee relations and to improve business operations;
- Collaborative development of strategic warehousing and logistic initiatives; assess current warehousing operations to ensure maximum utilization of existing space and resources; identifying issues and developing and implementing remediation plan;
- Preparing for inventory deliveries by analyzing capacity requirements and recommending optimal delivery schedule; allocating space for the effective use of the existing facilities; directing receiving, warehousing and distribution operations across multiple work-sites to ensure adherence to best practices relating to safety, security, accuracy, and productivity;
- Collaborating in the development, implementation and consistent application of inventory management procedures to meet sales turnover targets; lead the team in performing perpetual and annual physical inventory counts; investigating stock variances and implement remedial actions as required;
- Ensuring product returns are appropriately recorded and actioned in timely manner and that obsolete stock is disposed of according to best practices;
- Oversight of vendor selection and management of contracts and third-party service providers for activities related to warehousing, facilities and security operations;
- Communicating with distributors, suppliers, employees and other related establishments to ensure health, quality and delivery standards are upheld;
- Investigating customer complaints involving matters such as damaged items or delay in shipment;
- Liaising with Inventory Manager and Accounts Payable Team to confirm accuracy of goods received prior to payment of invoices;
- Ensuring the company's compliance to international Safety & Health regulations and applicable legislative requirements, whichever is the greater; overseeing all activities pertaining to the effective operation and security of all physical premises and assets including implementing emergency preparedness plans and responding to alarms at any time over a 24-hour period as required.

#### Qualifications, Skills & Requirements include:

- At least seven (7) consecutive years of experience in inventory and retail warehouse management is required. An undergraduate degree in Retail Management, Supply Chain Management or Logistics is a distinct advantage;
- Effective leadership abilities, communication and interpersonal skills to build and maintain effective relationships with team members and customers;
- Effective analytical, problem resolution, and organization skills and the ability to multi-task with a meticulous eye for detail and to maintain customer focus;
- Demonstrated change agility in resetting priorities based on business needs;
- A high level of computer literacy in Inventory Management systems and Microsoft applications;
- This can be a physically demanding position and candidates must be physically fit and able to stand, walk for long periods of time and frequently lift to 50lb unassisted. The ability to safely operate various equipment warehousing equipment is required;
- A valid driver's license to operate an intermediate van and/or a Class "A" Heavy truck; and a clean driving record;
- Ability to work evenings, weekends, holidays and occasional split shifts is required.

Closing date for applications is:  
**June 20, 2018**

If you are passionate about a career in the retail industry, using your head and your heart to exceed customer expectations, and if your credentials and experience match the requirements for one of our positions, please apply in writing with full Résumé, two employment references and two character references to:

All candidates will be apprised of the status of their applications as soon as practicable. Phone calls to enquire about your application are not required.

### OPERATIONS COORDINATOR

Applications would be welcomed from persons with a keen attention to detail who appreciate that every step in end-to-end processing is equally important and deserving of attention.

#### Core Expectations Include:

##### Operations

- Assisting with preparations for inventory arrival by analyzing capacity requirements and allocating space to maximize the use of the existing facilities;
- Using appropriate machinery, safely unloading containers and arranging inventory in staging areas with Safety & Health regulations in mind; completing the receiving process, maintaining locator system for warehouse items; marking articles with identifier for easy storage and retrieval, and storing in designated locations in the warehouse;
- Picking goods according to required orders; preparing goods for dispatch by wrapping, packing, and repackaging goods; ensuring usage of protective devices to prevent shifting or damage to items during delivery; transporting goods from warehouse locations to retail stores;
- Assisting with the development and implementation of plans to maintain order in the warehouse and the efficient and timely receipt, storage and dispatching of merchandise from warehouses; assisting with the perpetual and/or annual inventory counts
- Ensuring that best practices relating to safety, security, accuracy are understood and consistently used in operational activities

##### Security

- Developing and implementing programs and procedures to minimize internal and external theft; ensuring the security of the premises including the timely opening and safe closing of retail stores, warehouses and as required, other locations managed by People's;
- Responding to alarms at any time over a 24-hour period, by investigating and assessing the situation and calling for aid as required;
- Managing issuance of keys and security access and related records.

##### Health & Safety

- Leading the development of Safety & Health procedures, conducting investigations, and assisting with training and remedial activities as required.

##### Facilities Management

- Designing and implementing maintenance programs to ensure internal premises and exterior grounds to ensure cleanliness and customer and staff safety; monitoring the parking lot to ensure accessibility for customers patronizing the store;
- Implementing emergency preparedness plans to minimize the impacts of events which threatens the safety or security of the premises;
- Negotiating and managing contracts with third-party service providers related to the security and maintenance of the company's facilities; ensuring contractual requirements are fulfilled, billed correctly and submitted for processing in a timely manner; maintaining strong vendor relationships;
- Liaising with parties relating the construction of new premises and/or renovation of existing facilities;
- Ensuring upkeep of the condition and cleanliness of the company premises to ensure customer and staff safety including power washing entrances, placement of door mats and cautionary signage during inclement weather; proper removal and disposal of all trash; replenishing bathroom and kitchen supplies and replacement ordering; cleanliness of the warehouse, loading dock and assigned vehicles.

#### Qualifications, Skills & Requirements include:

- A minimum of three (3) years' management level experience in a fast-paced retail, wholesale or other customer service industry. Experience coordinating operations for multiple sites is strongly preferred;
- This is a physically demanding position and candidates must be physically fit and able to stand, walk for long periods of time and frequently lift to 50lb unassisted. The ability to safely operate various warehousing equipment is required;
- The ability to supervise staff and/or trades people;
- Demonstrated change agility in resetting priorities based on business needs;
- Excellent communication, organization, analytical, and problem-solving skills with a keen attention to detail;
- The maturity and ability to work well independently and in a team environment, consistently interacting with colleagues in a collaborative, supportive manner and with customers in a professional manner;
- Computer literacy in Microsoft applications required, experience with Inventory Management /POS Systems is an asset;
- A valid driver's license to operate an intermediate van and/or a Class "A" Heavy truck; and a clean driving record;
- Ability to work evenings, weekends and holidays; ability to respond at any time over a 24-hour period to ensure the safety and security of the premises.

Human Resource Manager  
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People's is an equal opportunity employer!