

General Manager

Take a step in the right direction with a thriving local retailer and homegrown success story devoted to customer experience and education!

Canadian Footwear Ltd. is a third-generation family owned business acquired in the early 1930's and headquartered in Winnipeg. Specializing in a "We Fit You!" concept, retailing high-quality footwear and custom-made foot orthotics. Canadian Footwear differentiates itself with memorable customer service and the highest standard of Pedorthic services. With a focus on understanding customer needs, providing customer education and a wide range of selected footwear that addresses both life style and daily activities, "We Fit You!" has become the company trademark and staff are proud of their service excellence.

The Opportunity:

Reporting to the ownership, this **NEW** position will oversee 100 staff members, multiple stores and 5 business entities (retail stores, web business, Pedorthist services, clearance centre and shoe repair). Ideal candidates will have senior operations experience in a retail environment, strong e-commerce experience, practical human resource and training development expertise, be entrepreneurial and have an owner's mentality.

Responsibilities:

- Work with the owners to develop and implement the strategic plan to advance company objectives, including promoting revenue, profitability and organizational growth with both short- and long-term plans;
- Direct the day-to-day multi-site company operations to ensure profitability, efficiency, quality, service and cost-effective management of resources;
- Optimize human resources goals and impact training, development and growth for front-line staff;
- Develop and implement strategic business and marketing plans for continued sustainable growth;
- Provide leadership direction, coaching and mentoring to all levels of management including communicating job expectations, setting goals, positive reinforcement, counselling and coaching as required to achieve organizational targets;
- Implement strategies for generating revenues and market share for the company;
- Ensure company operational procedures, policies, and standards are met;
- Review reports and financial statements with our controller for ownership on a timely basis to determine progress, status in attaining objectives and revise with current conditions;
- Represent the company as required with industry, clients and suppliers.

Selection Criteria:

- Post-secondary degree in business, commerce or equivalent of education and experience;
- Accomplished leader with proven analytical, planning and organizational skills;
- 10 years' experience, with an e-commerce background in a retail environment;
- 5+ years of progressive senior management experience;
- Solid financial management ability and budget oversight experience;
- Relationship-driven, with the ability to connect at all levels with a diverse workforce and the public;
- High energy individual with demonstrated analytical, strategic and problem-solving skills;
- Effective listening and communication skills, interpersonal and customer relations building skills and respect for long-term relationships.

Individuals interested in this exceptional opportunity, please forward a resume and cover letter in confidence to Jen Iskierski at Jen@harrisleadership.com quoting project #19127.