

# THE truffles GROUP

CREATING GENUINE, ELEVATED GUEST AND TEAM EXPERIENCES

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Cascadia Liquor is in search of a highly motivated **Assistant General Manager** to join our talented team at our Crown Isle location!

## **Job Purpose:**

As the Assistant General Manager (AGM), you will report to the General Manager (GM) and will be responsible for supporting the day-to-day management duties of the Cascadia Liquor location in partnership with the General Manager. This includes driving sales and providing and modeling an exceptional guest experience, managing expenses and inventory, and improving productivity and profitability, all while enhancing the brand. This position ensures compliance with government regulations and is involved in policy management.

You will be directly involved in the selection, supervision, and support of the team; communicating goals, processes, and policies and helping to problem solve and provide training and guidance. You are a natural leader and will help build a strong culture by motivating, recognizing, and supporting the growth and development of all team members. No job is too small for the Assistant General Manager. Our ideal candidate leads-by-example, with respect, and takes a pro-active approach in creating a positive guest and team experience. You will also support implementing marketing and promotional activities and strategies that continually increase sales, maximize margins and increase market share for the company to achieve financial objectives.

**Position Details:** Permanent, Full-Time. Hours of work may vary and be irregular. Evening and Weekend availability is required.

**Compensation:** Annual salary range \$52,000 – \$60,000 per annum, with a comprehensive compensation and benefits package.

## **Key Responsibilities**

- Works in collaboration with the General Manager (GM) to recruit, lead and inspire a seasoned team of employees to meet productivity goals and deliver impeccable & consistent guest service quality and productivity.

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- Works with the GM to provide people leadership in recruitment, training and development, scheduling practices, clear expectations and follow up, coaching and performance management to create a positive work environment and great culture.
- Promotes a helpful and friendly environment to ensure guests arrive and leave with great impressions; turns challenges into opportunities; collaborates; brings a positive attitude to work every day.
- Supports the management of inventory with an eye for organization, display, and stocking of products; ensuring products are organized, displayed and stocked effectively and aligned with merchandising standards.
- Works closely with the GM to plan and accomplish revenue targets by action planning, communicating goals, inspiring the team, and consistently following processes and best practices.
- Ensures all cash handling policies, health and safety requirements, and building and equipment maintenance standards are meeting company and government standards in all aspects of operational and team day-to-day execution.
- Ensure full compliance with British Columbia's legal regulations concerning the sale of alcohol (Tobacco and Lottery where permitted). Including our 'ID under 30' policy, where IDs are checked for any guests who appear to be under 30 years old to confirm they meet the legal requirements for alcohol purchases.
- Reviews revenue and financial data and makes recommendations for ways to increase sales, maximize margins, and minimize expenses; identifies new opportunities; pricing, packaging, merchandising and process changes; and consumer needs and trends.
- Updates job and product knowledge by remaining aware of new operational and leadership processes and government regulations; participating in educational opportunities; reading professional publications and maintaining strong community and business relations.
- Maintains effective business relationships, utilizing strong communication skills with all leadership and their direct reports, external partners in business and the government, to ensure support and professional representation of the business brand.
- Assists the GM in providing input for specific location and operational data on short term and long-range strategic planning and budget development to achieve overall sales and profitability goals in support of the Regional Operations Manager.
- Such other duties as are customarily performed by one holding the position of an Assistant General Manager.
- Such other and unrelated duties as may be assigned from time to time by the Employer.

## Education, Skills and Qualifications:

- 1+ year of experience as an Assistant General Manager or 2+ years of experience as a Supervisor in a hospitality or retail setting.
- Strong leadership and people management skills.

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- Demonstrated ability to exceed guest expectations and respond to guests and colleagues with kindness and respect.
- Strong communication skills and the ability to manage and motivate the team.
- Excellent communication and interpersonal skills.
- Good organizational and time management skills.
- Ability to work in a fast-paced environment and handle multiple tasks.
- Knowledge of inventory control and merchandising principles is considered an asset.
- Familiarity with legal regulations related to the sale of alcoholic beverages.
- The ability to lift 25 kg repeatedly and stay physically active throughout the shift as well as work in a cold storage environment.
- Strong skills in MS Office, retail POS systems, and office administration.
- Serving It Right certification (and must be at least 19 years of age).
- Knowledge of wine, beer and/or spirits is considered an asset.
- The following certifications are considered an asset:
  - BC Wine Ambassador Level 1 and 2
  - WSET (1,2, or 3)
  - Cicerone
  - Whiskey and Gin Ambassador

## Apply today!

Our ideal candidate has a passion for our culture, our brands and being an active member of our team. If this position sounds like a great fit for you, please send your resume and cover letter to [careers@trufflesgroup.com](mailto:careers@trufflesgroup.com).

We are grateful for your time and consideration in applying to join our team. Shortlisted candidates will be contacted for interviews.

*The Truffles Group is an equal opportunity employer. Should you require accommodation during the recruitment process, please reach out to Nadia Valckx, Recruitment and HR Generalist, [nadia@trufflesgroup.com](mailto:nadia@trufflesgroup.com)*

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