2nd Assistant Manager – Job Description

Title
2nd Assistant Manager

Reports To
Assistant Manager and Store Manager, Campers Village

Summary
The 2nd Assistant Manager is responsible for working with Campers Village Management to achieve operational goals and standards. The 2nd Assistant Manager will provide superior customer service and product knowledge while overseeing the daily Sales operations of the store.

Competencies
• Customer Focus
• Communication
• Team Work
• Adaptability / Flexibility
• Energy & Stress Management
• Decision Making & Judgement
• Problem Solving
• Accountability & Dependability
• Leadership

Job Duties
• Provide expert advice to customers in all areas of the store
• Proactively build and maintain customer relationships
• Ensure that newly-received product is stocked in a timely manner
• Advise Assistant Manager on staffing needs and personnel issues
• Assist Store Manager with duties and tasks as required in a retail environment
• Schedule Product Knowledge sessions with various sales representatives
• Motivate staff and maintain a positive work environment

Requirements
• Some post-secondary education is preferred
• Prior experience in a retail or customer service position is an asset
• Continual on-the-job learning is required
• First Aid training is an asset

Work Conditions
• Indoor retail setting; must work on feet for long periods of time
• Overtime may be required during busy periods
• Required to work occasional on/off-site promotional events, including evenings and weekends