

# 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](mailto:Jen@harrisleadership.com) quoting project #19127.*