

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 lifestyle and daily activities, "We Fit You!" has become the company trademark and staff are proud of their service excellence.

Opportunity:

Reporting to ownership, this position will oversee 100+ staff members, multiple stores and 5 business entities (retail stores, e-commerce, Pedorthic Services, clearance centre and shoe modification and repair Lab). Ideal candidates will have an entrepreneurial spirit, owner's mentality, senior operational experience in a retail environment, strong e-commerce experience, practical human resource knowledge and training development expertise. This position offers the professional challenge and opportunity to make a lasting impact and significant contribution to the continued success and growth of the Canadian Footwear brand and build on its established success to create innovative opportunities for future operations.

Key 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.
- Implement strategies for generating revenues and market share for the company.
- Oversee the optimization of the new website.
- Provide leadership for continued expansion to the growing e-commerce revenue stream.
- Direct the day-to-day multi-site company operations to ensure profitability, efficiency, quality, service, and cost-effective management of resources.
- Enhance 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.
- Ensure company operational procedures, policies, and standards are met.
- Review reports and financial statements with the controller and report to ownership on a timely basis to determine progress, status in attaining objectives and revise with current conditions as needed.
- 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, with a focus on training and development.
- 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 relation skills, with the ability to respect long-term relationships and foster new relationships.

To apply to this opportunity, please send an updated resume and cover letter quoting project #40117 to jen@harrisleadership.com