



Sales Leader – Front of House

Are you an individual with a passion for retail, customer service and motivating teams? Do you thrive in a fast-paced environment and continually strive to increase business, meet customers' needs and motivate others? If so, this role might be a perfect fit. Science North is currently looking to fill the position of Sales Leader – Front of House.

As Canada's second largest science centre, Science North operates two multi-faceted facilities in Sudbury, Ontario. Our science centers have a dedicated team to retail, customer service sales and memberships. These areas contribute to the self-generated revenue of the organization and are critical in supporting the achievement of our strategic goals.

Reporting to the Senior Manager of Onsite Business and Services Development, this position's primary focus is to ensure exceptionally high-level standards on quality and service while maximizing business profits. The successful candidate will assist in the implementation of business plans, manage onsite retail, and front ticketing desk operations and oversee future development projects to continually grow the business. The position requires a results-oriented individual with strong team management and analytical skills, proven experience in cost control and inventory management in a retail environment and excellent interpersonal and customer service skills. This is a long-term position supported by an excellent benefits package and incentive plan.

Responsibilities:

- effective day to day management of financial, material and people resources
- implementation and maintenance of cost control systems, inventory management, retail planning & pricing, product costing,
- building and nurturing supplier relations and negotiating applicable contracts
- management of budgets including authorizing budget expenditures, managing wage costs, verifying, analyzing, and preparing financial reports, streamlining operations
- recruiting, hiring, and training staff
- create and maintain high standards of customer service of team
- implementation of standards in terms of quality, consistency, branding, safety
- responding to customer inquiries and resolving complaints
- participating in special events planning and execution
- anticipate and respond quickly to business and operational challenges that may negatively impact the Centre's ability to achieve revenue targets and profit levels

Requirements:

- minimum 3 years experience in a similar position (customer service, team management, hospitality and/or retail)
- strong planning, organizational and time management skills
- the ability to coach, motivate and inspire the best from a team
- strong financial interpretation and analysis skills along with experience in cash management procedures and reporting
- day, evening and weekend availability, smart serve certification (or the ability to obtain)

Compensation highlights:

- Salary starting at \$47,300 per year
- Annual performance and merit increase consideration
- Participation in the Science North Employee Incentive Plan
- Comprehensive group benefit package including medical, dental, vision, life/travel insurance, short- and long-term disability coverage
- Pension plan following one year
- Free or discounted admission to partner attractions outside Sudbury, Science North facilities and program discounts, fitness membership contribution
- Professional development opportunities
- Minimum 3 weeks' vacation

Apply online at <http://sciencenorth.ca/careers>. An early application represents your best opportunity for consideration. Science North is committed to an inclusive workplace and invites applications from all qualified individuals to join our diverse team. Accommodations are available upon request in all aspects of Science North's selection process. We thank all interested candidates; only those selected for interviews will be contacted.

Science North is a registered charity
Science North is an agency of the Government of Ontario.