



Job Description

Title	Assistant Market Manager
Classification	Management – Salary Position \$65,000-\$72,000 annually
Reports to	Market Manager
Budget Authority	Limited operational purchasing authority as delegated by the Market Manager and in accordance with organizational policies and approved budgets
Number of direct reports	Market Clerks, Café Staff, Seasonal Employees, and other staff as assigned

Position Summary

Reporting to the Market Manager, the Assistant Market Manager is responsible for supporting the daily operation, supervision, and coordination of the Huu-ay-aht Market, including retail, food service, liquor agency, and customer service operations.

The Assistant Market Manager serves as the primary frontline operational leader, working alongside staff to ensure safe, efficient, customer-focused, and profitable operations. The position provides direct supervision to employees, coordinates daily staffing requirements, supports inventory and merchandising activities, oversees customer service delivery, and assists with operational planning and execution.

The Assistant Market Manager plays a key role in maintaining operational standards, training and developing employees, resolving day-to-day operational issues, and ensuring compliance with organizational policies and regulatory requirements.

The Assistant Market Manager assumes operational responsibility for the Market during periods when the Market Manager is absent and serves as Acting Manager when designated.

Key Accountabilities

The Assistant Market Manager is accountable for:

- Supporting the daily operation of the Market, including retail, food service, liquor agency, and customer service activities.
- Supervising employees and ensuring operational standards are maintained.
- Coordinating staffing schedules, shift coverage, onboarding, and employee training.
- Supporting inventory management, merchandising, purchasing, and product presentation.
- Monitoring customer service standards and resolving operational issues.
- Conducting facility inspections and identifying maintenance requirements.
- Supporting financial controls, cash handling procedures, and operational reporting.

- Promoting workplace safety, regulatory compliance, and organizational standards.
- Acting on behalf of the Market Manager when required.

Job Duties

Operations Management

- Assist with the coordination and oversight of daily Market operations.
- Ensure opening and closing procedures are completed accurately and consistently.
- Monitor daily operations to ensure service, quality, cleanliness, and operational standards are maintained.
- Support implementation of operational policies, procedures, and standards.
- Assist with coordinating workflow and staffing requirements.
- Monitor customer traffic patterns and operational demands to ensure adequate service levels.
- Identify operational issues and implement corrective actions within delegated authority.
- Escalate significant operational concerns to the Market Manager.
- Support business continuity and emergency response activities as required.

Staff Supervision & Development

- Provide day-to-day supervision and leadership to Market employees.
- Coordinate employee schedules and shift assignments.
- Monitor attendance and staffing coverage requirements.
- Assist with employee recruitment, onboarding, and orientation.
- Train employees on operational procedures, customer service standards, safety requirements, and organizational expectations.
- Provide coaching, guidance, and ongoing feedback to staff.
- Support employee development and cross-training initiatives.
- Assist the Market Manager with performance management activities.
- Address minor workplace concerns and operational issues promptly and professionally.
- Promote teamwork, accountability, and positive workplace relationships.
- Model professional behaviour and organizational values.

Inventory, Purchasing & Merchandising

- Monitor inventory levels and communicate ordering requirements to the Market Manager.
- Assist with inventory planning, ordering, receiving, and stock control activities.
- Verify deliveries and ensure products are received, stored, and documented appropriately.
- Conduct inventory counts, audits, and stock reconciliations.
- Monitor product rotation and expiry dates.
- Ensure shelves, displays, coolers, and food service areas remain fully stocked and organized.
- Maintain merchandising and presentation standards.
- Assist with pricing updates and promotional displays.
- Support efforts to reduce waste, spoilage, shrinkage, and inventory losses.

Customer Service & Sales

- Promote and maintain exceptional customer service standards.

- Assist customers and visitors in a professional, courteous, and respectful manner.
- Resolve customer concerns and complaints within delegated authority.
- Support employees in responding to customer inquiries and concerns.
- Monitor customer feedback and identify opportunities for improvement.
- Promote products, services, and special promotions.
- Help create a welcoming and positive customer experience.

Financial & Administrative Support

- Support daily cash handling, balancing, reconciliation, and deposit preparation procedures.
- Ensure cash control procedures are followed consistently.
- Assist with sales reporting, inventory reporting, and operational documentation.
- Monitor labour utilization and scheduling effectiveness.
- Support the Market Manager with operational reporting and record keeping.
- Maintain accurate records and documentation.
- Assist with administrative activities required to support business operations.

Facility & Asset Management

- Conduct daily and weekly facility inspections.
- Monitor the condition of the Market building, equipment, food service areas, and operational assets.
- Identify maintenance, repair, safety, and operational concerns.
- Coordinate minor repairs and corrective actions where appropriate.
- Report larger maintenance requirements to the Market Manager.
- Assist with maintaining a clean, safe, organized, and attractive facility.
- Support preventative maintenance activities and facility improvement projects.

Health, Safety & Regulatory Compliance

- Promote safe work practices and a strong safety culture.
- Ensure employees follow safe work procedures and operational standards.
- Participate in workplace inspections and safety activities.
- Report and investigate hazards, incidents, injuries, and near misses.
- Support compliance with:
 - WorkSafeBC requirements
 - Food Safe regulations
 - Liquor and Cannabis Regulation Branch requirements
 - Employment standards
 - Organizational policies and procedures
- Ensure food handling, storage, sanitation, and housekeeping standards are maintained.
- Support emergency response activities when required.

Acting Manager Responsibilities

- Assume responsibility for daily Market operations during periods when the Market Manager is absent.
- Provide leadership, direction, and decision-making support to employees.
- Address operational, staffing, customer service, and facility issues.
- Ensure continuity of business operations.
- Escalate significant issues to the Market Manager or CEO as appropriate.

- Represent the Market in a professional manner when acting in the Manager's capacity.

Operational Requirements

- Reside in Bamfield to effectively support business operations.
- Work in both office and operational environments, including retail, food service, warehouse, and customer service settings.
- Be available for flexible work hours including evenings, weekends, holidays, and peak tourism periods.
- Maintain professionalism, integrity, confidentiality, and positive working relationships.
- Maintain the physical ability to perform operational duties, lift supplies, stock shelves, move inventory, and complete facility inspections.
- Successfully complete required background checks, certifications, and training requirements.
- Become an active and positive contributor to the Bamfield community and HGB operations.

Education & Experience Requirements

- Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to successfully perform the role.
- Minimum three years of progressively responsible experience in retail, food service, hospitality, tourism, or customer service operations.
- Previous supervisory or leadership experience is preferred.
- Experience working with inventory management, merchandising, cash handling, and point-of-sale systems.
- Experience training and supervising employees is considered an asset.
- Experience working in Indigenous organizations, tourism operations, remote communities, or community-based businesses is considered an asset.
- Valid Class 5 Driver's Licence is required.
- Food Safe certification is required.
- Serving It Right certification is required.
- Proficiency with Microsoft Office applications and point-of-sale systems.

Knowledge, Skills & Abilities

Knowledge & Technical Competencies

- Knowledge of retail, food service, hospitality, and customer service operations.
- Knowledge of inventory management and merchandising practices.
- Knowledge of cash handling and point-of-sale systems.
- Understanding of food safety, liquor licensing, and occupational health and safety requirements.
- Knowledge of workplace supervision and employee development practices.

Leadership & Operational Management

- Demonstrated ability to supervise, coach, and support employees.
- Strong organizational and time management skills.

- Ability to prioritize work and manage multiple responsibilities.
- Strong problem-solving and decision-making abilities.
- Ability to remain calm and professional in demanding situations.
- Ability to work independently while maintaining strong teamwork and collaboration.

Communication & Administrative Skills

- Strong verbal, written, interpersonal, and customer service skills.
- Ability to establish and maintain positive working relationships.
- Ability to communicate effectively with employees, customers, suppliers, and leadership.
- Ability to maintain accurate records and operational documentation.
- Proficiency with Microsoft Office applications and point-of-sale systems.

Cultural & Organizational Awareness

- Knowledge of Huu-ay-aht First Nations goals, values, and organizational priorities.
- Understanding of the opportunities and challenges associated with operating in a remote coastal community.
- Demonstrated ability to work respectfully within Indigenous organizational and community environments.
- Demonstrated ability to model and uphold Huu-ay-aht Sacred Principles:
 - ʔiisaak (Greater Respect)
 - ʔuuʔaʔuk (Taking Care Of)
 - Hišuk ma ćawak (Everything is One)

Disclaimer

This job description describes the general nature and level of work required of this position. It is not intended to be an exhaustive list of all responsibilities, duties, or qualifications required. Duties and responsibilities may be amended from time to time to meet operational and organizational needs.