



Retail Store Manager

(Full Time)

One Position Available

Who We Are

Terre Bleu is Ontario's most beloved and well-known lavender company. Originally anchored at Canada's largest lavender farm, Terre Bleu is now manifesting itself as a dynamic retail and experience venue in the heart of Elora as a new farm gets ready for 2023. Our vision at Terre Bleu is to become Canada's most loved lavender wellness brand. One that inspires and enhances lives through unique and tranquil experiences, sustainably produced lavender products, and creating a wellness focused lifestyle. Our Elora location will bring this vision to life. Team Bleu members will become part of an inspired, innovative, and committed group that share our vision and learn to work together and play together. Terre Bleu customers have always been our biggest advocates. The Elora experience will fortify their passion for our brand.

Who You Are

You are the face of Terre Bleu. You are able to motivate the entire retail staff team to deliver world-class guest experiences throughout every aspect of our retail store location. You deliver this experience by inspiring Team Bleu, connecting with our customers, sharing our story, educating and speaking authentically about lavender. You are super organized, and understand how to prioritize, delegate and execute tasks required across the entire team. You have a great work ethic and are passionate about sharing the benefits of lavender. You have an innate desire to lead, learn, connect, and create.

A Day in the Life of a Terre Bleu Retail Store Manager

- Work directly with management to design, lead and execute strategic customer service initiatives to improve the efficiency of the team and increase customer satisfaction
- Provide a positive customer experience across the entire company including visitors, the online store, social media and email communications
- Deal directly with customers both as first contact and as the first point for issues and escalations

- Oversee the orientation and training of new staff and ensure that expectations are set for each team member
- Provide coaching and motivation relating to individual performance of your team and team members
- Measure and oversee customer feedback through online review management including Facebook, Google, Trip Advisor, etc.
- Operate retail POS system and handle cash and credit transactions
- Drive sales through engagement of customers, suggestive selling, and sharing product knowledge
- Passionately share the history of the farm, botanical information as it relates to lavender, product knowledge and more
- Demonstrate, explain, and sell products
- Prepare, package and label various lavender farm products
- Assist with special events
- Serve our signature ice cream
- Maintain the retail store and facilities in a clean and orderly manner
- Assist in other store related tasks when needed

Requirements

- 2+ years of customer service experience with demonstrated progression of responsibility including team management
- Strong proven leadership and organizational skills
- Readiness and ability to initiate. Reach out to people, ask questions, make recommendations, offer to help, and pitch ideas
- Solid communication and interpersonal skills
- Maintain personal appearance and hygiene that reflects positively on the brand and ensure that your role model is followed by your team
- Ability to work as a team and take initiative independent of direct supervision
- Work with the team to maintain stock and beautiful and neatly organized store
- Retail or customer service experience is a valuable asset
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service
- Strong organizational skills
- Strong ability to remain calm and flexible under stressful situations
- Be able to work with a team as well as individually with little supervision
- Strong oral and written communication skills
- Able to be on your feet for most of the day
- Able to lift up to 50 lbs

The Finer Print

- Hours expectation: ranging from 20 hours to 37.5+ hours per week, including weekends.
- We are located in the heart of Elora, please note this location before applying as no public transportation is available.
- Salary based on experience and qualifications.

To Apply

- Applicants should send their resume along with a short cover letter to office@terrebleu.ca outlining their background and why they are the right fit for this role and Terre Bleu.
- Please title your email subject line as [POSITION YOU ARE APPLYING FOR] - TERRE BLEU

*Please note only applicants chosen for an interview will be contacted and interviews will be conducted via online video interview.