



Wolf Gugler Executive Search
Talent Recruitment Experts



Senior Director of Retail Operations, Quebec & Atlantic, Home Hardware Stores Limited

This legendary national Canadian home improvement retailer with 100% Canadian owned stores is an employee's dream, being awarded Platinum status as one of Canada's best employers. In this newly created St Jacobs-based role, you'll be tasked with assisting your eastern field Operations team in improving business and retail operations effectiveness and performance. The emphasis will be on developing, overseeing and implementing strategies and procedures to assist the ~500 Dealers in this region to improve sales, retail execution, customer experience and retail operational excellence.

- Create an empowered environment through leadership, coaching, and communication, ensuring the Retail Operations teams understand the goals and objectives of the business and have the resources and management support to be successful.
- Lead your Retail Sales & Operations team that manages all retail activation activities, from sales campaigns, new operational initiatives, store expansions, and new Dealer growth and development.
- Establish sales and operational goals and key performance indicators for Retail Sales & Operations team - monitor progress and effectiveness of retail sales and operations team, through measurable metrics and analytics.
- Use analytics to monitor and address losses in sales and retail operational performance and subsequently develop remedial sales goals and objectives for the team.
- Prepare annual operational and capital budgets for Retail Sales & Operations teams, working with Finance to analyze costs of improvements, and lead cost and productivity improvement initiatives.
- Develop a strategic team plan in line with the enterprise planning process. Identify key improvement opportunities – defining scope, resources and time required to successfully complete initiatives in a timely manner.

- Partner with other key stakeholders in driving sales (Merchandise/Marketing) in evaluating and introducing new programs and sales initiatives, ensuring those initiatives are communicated and executed at retail.
- Ensure a regular, beneficial flow of information to Dealers is happening and conversely, Dealer concerns or issues are heard and resolved.

Requisites:

- 10 years' experience in either a senior Retail management and leadership capacity with P&L responsibility or:
- Similar leadership experience in a senior Vendor role, building, executing and measuring data driven programs.
- Fluency in both English and French languages.
- Strong understanding of retail KPI's and experience at building, executing and measuring data-driven retail programs.
- Strong sense of urgency and empathy for dealer concerns and subsequent resolution.

Qualified and interested? Please contact [Wolf Gugler](#) in strict confidence for an exchange of information. You can apply direct on our web site, www.wolfgugler.com. (888) 848-3006.

Wolf Gugler Executive Search, LLC. Offices in Canada and the US.