



## Inventory Control Manager Job Description

**NOC Code:** 14403

**Reports To:** Store Manager \_\_\_\_\_

### **About Us**

It is our desire at Petland to make a difference in the communities we serve. For more than 40 years, Petland has been the retail pet industry leader in the area of animal care with ongoing staff training programs, in-store animal care systems and community service programs aimed at placing homeless pets and curbing pet overpopulation in the community.

### The Petland Mission

*"Our pet counsellors are dedicated to matching the right pet with the right guest and meeting the needs of both. To our guests who already have pets, we are dedicated to enhancing their knowledge and enjoyment of the human-animal bond."*

### **About the Role**

The role of every Petland Staff Member is to balance GAP – Guest Service, Animal Care, and Presentation. By doing so effectively, the Petland Staff Member will be able to deliver exemplary service, contribute to the success of the store, and grow into a strong leader. In addition, Inventory Control Managers are responsible for the smooth operations of the department, including ensuring stock levels are full, deadlines are met, and prices are accurately displayed.

### **Responsibilities**

#### Area of Guest Service

- Engages with and establishes rapport with guests
- Asks questions to find out the guests' needs
- Shows products to the guest which meet the four basic needs and solves their problems
- Suggests additional items which enhance the guest's and their pet's lives
- Determines whether you've established value in the products and if you've created a relationship of trust with the guest
- Creates lasting relationships with guests, causing them to return to the store again
- Treats telephone guests as if they were guests in the store, with urgency and courtesy
- Continuously takes initiative to educate and update yourself in the area of product knowledge
- 100% compliance in the use of tip sheets with every pet adoption
- Performs call backs within 48 hours to every guest who adopts a pet, or makes arrangements for a co-worker to complete the callback within that timeframe
- Informs and educates guests on the benefits of the ClubPet program
- Participates in Petland's online Onboarding Training Program
- Knows the demographic of the store

### Area of Animal Care

- Participates in Petland Enthusiast online courses to enhance your animal care and product knowledge
- Ensures Four Basic Needs are represented at all times with all animals in our care
- Completes opening and closing duties according to Animal Care Routines checklists
- Adheres to routine, ohs, and emergency protocols as outlined in the Small Animal & Bird Procedure Manual, Fish & Reptile Procedure Manual, and OHS binder.
- Demonstrates proper handling techniques in order to create excitement for guests with the animals, thereby increasing the socialization of the pets in our care
- Is constantly aware of traffic in the animal areas to maintain the health and safety of the pets in our care

### Area of Presentation

- Maintains a pressed and wrinkle-free uniform, which is complete with all parts and complies with store standards at all times
- Is respectful and supportive of your entire team, helping to create a positive team environment
- Creates and maintains a safe environment for guests and co-workers
- Assists with pricing and putting away of merchandise and products
- General upkeep of the store (i.e.: dusting, fronting, facing, merchandising)
- Completes general opening and closing duties using checklists
- Treats and maintains all common areas with care and respect and cleanliness (i.e.: bathrooms, staff room, party room, all areas of the store)
- Follows standardized merchandising guidelines

### Inventory Control Manager Duties

- Write and receive all orders according to standards set out in the Nexus Procedure Manual (Following Calendar)
- Interact and communicate with vendors in a professional and courteous manner, ensuring that the needs of the store are met
- Prepare for upcoming sales and promotional events by ensuring stock levels will be achieved in time for the start of the event.
- Handle all returns and damage claims according to standards set forth for individual vendors in the Nexus Procedure Manual
- Keep shelves and pegs filled with product according to min/max and planogram standards
- Ensure all products with expiry dates are properly rotated and any expired products are removed and dealt with according to claim standards set out in the Nexus Procedure Manual
- Consistently complete all required paperwork, ensuring it is kept up to date according to standards outlined in the Nexus Procedure Manual (nils, special orders, invoices, forms, etc.)
- Maintain control of inventory items including seasonal and overstock items (scan and count tracking system)
- Assist the store manager in overseeing the training of team members in stock room procedures according to store needs

## Inventory Control Manager Job Description

- Demonstrate and efficient knowledge level of computer use in excel, outlook, LBOSS and general computer knowledge
- Ensure organized maintenance and storage of all merchandising equipment such as pegs, labels, signage, etc.
- Consistently manage and maintain current store pricing standards throughout entire store
- Maintain a clean stock room with daily maintenance according to checklist
- Demonstrate ability to successfully meet deadlines

### **Time Allocation**

- Animal Care: 10%
- Guest Service: 25%
- Presentation: 32%
- Inventory Control Management Duties: 33%

### **Working Conditions**

- Shifts are 8 hours per day, Monday to Friday. Some evening and weekend shift coverage may be required
- Mostly standing/walking
- Regularly be required to lift 50lbs
- Work indoors
- Work with animals (both Petland Pets and guests' pets) with the occupational hazard of zoonotic diseases, bites, and cuts. Safety protocols are in place to reduce the risk
- Perform all duties while wearing the appropriate PPE (personal protective equipment)