



## Position Description

### Assistant Manager, Retail (Gallery & Giftshop)

#### About the SLCC

The Squamish Lil'wat Cultural Centre is an Indigenous owned not for profit, we embody the spirit of partnership between two unique Nations who wish to preserve, grow and share their traditional cultures. At the SLCC our purpose is to uplift the Skwxwú7mesh and Lílwat7úl people, with pride and visibility on their land.

#### About the Role

Sharing the rich history, culture and art of the Squamish Nation and Lil'wat Nation is core to this role. The Retail Assistant Manager hires, trains and leads a team of Gallery & Giftshop Ambassadors, to showcase Indigenous makers and maximize sales by connecting with guests through stories and informed product connections. From buying planning to handling daily operations and implementing retail systems and programs, this role creates a positive guest experience and sustainable business results.

The hourly wage band *starts* at \$26/hour, and is experience dependent. The role is fulltime; work schedule is typically Tuesday to Saturday. We do experience seasonal low visitation rates (fall/winter), and have scheduled renovations Fall 2026, that may impact hours.

#### What we are counting on you for:

##### Operations

- Oversees daily operation of all retail, including online sales. Assists with management of cash-out, daily cleaning, stocking and merchandising.
- Implements and supports all policies and procedures related to retail operations.
- Keeps current with market and consumer trends. Analyzes trends to support and facilitate planning and buying strategy.
- Follow all safety and security procedures and policies.



**Skwxwú7mesh Lílwat7úl**  
SQUAMISH LÍLWAT CULTURAL CENTRE

604 964 0990  
info@slcc.ca  
4584 BLACKCOMB WAY  
WHISTLER, BC, V8E 0Y3

- Supports yearly retail business planning and forecasting.
- Reports and collaborates on all operational data, including sales reports, expense requirements, and inventory and purchasing strategies.
- Organizes orders for vendors, suppliers and artists with approval from the General Manager of Retail + Operations.
- Develops and nurtures relationships with artisans and makers, by supporting their career development and ensuring positive representation. Works with artists and clients to create custom commissioned art.
- Sources products from vendors and suppliers, attending trade shows and meeting with sales reps to ensure diverse and quality product selection.
- Oversees inventory control measures including receiving, tracking and counting inventory. Manages 'end of year' inventory count procedure.
- Performs detailed sales analysis report and merchandising strategies.
- Merchandise displays and execute product placement strategies that reflect our seasonal consumer demand.
- Manages on-line shopping experience.
- Manages POS system for retail requirements including sales and inventory control.
- Manages Consignment Art Program which includes artists outreach, sourcing new art, managing artists relationships, tracking consignment sales and artists compensation.
- Works with external partners and event planners to provide client gifting options as part of our Corporate Program.
- Manages packing, shipping and handling of art and merchandise to our international clientele abroad.
- Works with the general manager to develop sales promotions and advertising, as well as sales incentives for staff.

## Leadership & Development

The SLCC Gallery Gift Shop is instrumental in our Indigenous Youth Ambassador Program (IYA), offered twice annually. We provide Indigenous Youth the opportunity to gain life skills through work placement, mentorship, certification and training in a culturally safe environment.

- Hiring and Training team members on all operations of retail.
- Scheduling product knowledge sessions.
- Establishing daily/weekly schedules, ideally one month in advance.
- Implementing and supporting team in daily/weekly sales targets.
- Providing regular supervision of the Supervisor and Ambassadors, ensuring they are providing excellent customer service.

All SLCC leaders model the SLCC values:

- Passion: Shares pride in culture, fosters connection and belonging, and brings a positive sense of humour.
- Empowerment: Takes ownership, follows through, trusts self and others, and stays open to learning from both successes and mistakes.
- Collaboration: Works toward shared goals, values diverse perspectives, and contributes openly while remaining curious about others.
- Equality: Treats everyone with fairness, respect, and consideration.

## **What you will bring to the team:**

### **Attributes**

- Proven ability to provide strong customer service and exceed expectations.
- Build and maintain strong working relationships; respectful and mindful all perspectives.
- Maintains calm under pressure and can use critical skills for problem-solving.
- Detail-oriented and attentive to the small details.
- Ability to work as a team as well as independently.
- Enthusiastic, energetic and has a positive approach to retail.
- Clear and confident communicator – both written and verbal.

### **Experience**

- Experience supervising a team
- Retail operations experience
- Previous experience with a point-of-sale (POS) system
- Clear criminal background check.

Please apply with a cover letter and resume to [careers@slcc.ca](mailto:careers@slcc.ca)

If you are selected for an interview, there may be multiple steps in our selection process. We are committed to diversity, equity and inclusion for all people and hire using these principles.



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