



Job Title: Floating Store Manager

Location: Southern Maine (Westbrook, Saco and Kittery)

JOB SUMMARY

Are you a retail leader with a passion for delivering exceptional customer service? Join Team Gagne as a Floating Retail Store Manager and help oversee operations across multiple store locations, supporting our valued customers in the hardscaping, masonry, and landscaping industries.

In this role, you'll manage daily store activities, maintain accurate inventory levels, and ensure the store is clean, organized, and visually appealing. You'll also work closely with other departments to ensure seamless operations, including timely billing and accurate deliveries. Your expertise will help create engaging product displays and foster strong, long-term relationships with contractors and professionals in the industry.

If you're organized, detail-oriented, and thrive in a dynamic retail environment, we'd love to have you on our team!

ROLE AND RESPONSIBILITIES

- Manage the day-to-day activities of the store, ensuring smooth and efficient operations.
- Responsible for locking/unlocking the store, securing merchandise, and setting up alarm systems.
- Manage store keys, ensure safe access during off-hours, and assume managerial duties in the absence of senior leadership.
- Ensure proper cash handling, register operations, and oversee financial transactions.
- Ensure the store is clean, organized, and visually appealing to customers.
- Ensure adherence to all company procedures, including health, safety, and legal regulations.
- Process orders in our Point-of-Sale system.
- Ensure accurate inventory levels and be responsible for inventory counts.
- Learn our catalog of resale and manufactured products.
- Work closely with Finance, Purchasing, and other Sales locations, to ensure timely billing, adequate inventory levels and accurate delivery.
- Develop the retail space to its fullest potential and create displays that draw customers.

- Accurately handle payments by Cash, Checks, Credit Cards and Charges to customer accounts who have credit terms.
- Control store overhead and operating costs.
- Maintain a professional image in self and work environment.
- Complete store operational requirements by scheduling and assigning employees; following up on work results.
- Contact, develop and maintain long-lasting business relationships with new and existing Concrete Construction and General Contractors.
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensure availability of merchandise and services by maintaining inventories.
- Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
- Tour the sales floor regularly, talking to colleagues and customers to identify or resolve issues

Qualifications and Education Requirements

- Previous retail experience preferred
- An associate degree or equivalent plus 5 years of experience in a retail environment, preferably in construction trades
- Excellent customer service skills
- Excellent verbal and written communication skills, including the ability to negotiate with customers
- Organized with excellent time management, detail oriented and prioritization skills
Background in Masonry and Concrete construction industry is desirable

What We Offer:

- Competitive pay and benefits package.
- Opportunities for skill development and advancement within the company.
- A team-oriented and safety-first work environment.

Compensation and Benefits

- Competitive wage, dependent on experience.
- Excellent benefit package, including employee health insurance, dependent health insurance coverage (company pays 50+% of the premium), dental, STD, Life and AD&D insurance available, paid parental leave, paid holidays and PTO, 401(k) retirement program with 4% company match, and: wellness, boot, and tuition reimbursement