

Store Manager - Retail

Posted By: FRASER VALLEY WIRELESS LTD.

Location: Vancouver

Salary: \$44.75 Per Hour

JOB ID : RJ4694469

Posting Date : 26-Dec-2025

Expiry date : 24-Jun-2026

Education : College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

Language : English

Vacancies : 1

Years of Experience : 2 years

Job Type : Full Time

Job Description

Position Summary

Fraser Valley Wireless is seeking an experienced **Retail Store Manager – Wireless Telecommunications** to oversee daily operations of its Rogers-authorized retail location at 918 Broadway West, Vancouver. The position requires specialized experience in the wireless/telecommunications industry, including mobile device sales, service activations, plan management, and use of carrier systems such as **Rogers**. The Store Manager will be responsible for driving sales performance, supervising staff, and ensuring compliance with carrier standards and retail operations.

Key Responsibilities

- Direct, control, and evaluate daily operations of a wireless retail store offering **Rogers/Shaw products and services**
 - Supervise and manage retail sales associates, including scheduling, training, and performance management
 - Monitor and achieve **store sales targets, activations, upgrades, and key performance indicators (KPIs)** set by Rogers
 - Oversee wireless service activations, number porting, device upgrades, and customer account management using **Rogers CHAMP system**
 - Ensure staff are trained in wireless products, rate plans, promotions, and compliance requirements
 - Analyze sales reports, market trends, and competitor activities within the telecommunications sector
 - Manage inventory of mobile devices, SIM cards, and accessories, ensuring accurate stock levels and loss prevention
 - Implement promotional campaigns, pricing strategies, and sales initiatives in line with Rogers guidelines
 - Resolve escalated customer issues related to billing, device functionality, and service activation
 - Ensure compliance with **carrier policies, privacy regulations, and retail operational standards**
 - Recruit, hire, and train staff with a focus on wireless sales and customer service excellence
 - Monitor store financial performance, including revenue, expenses, and profitability targets
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Supervision

- Supervise and coordinate the activities of **3–4 retail sales associates**
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Computer and Technology Knowledge

- **Rogers (asset)**
 - Point of Sale (POS) systems
 - Inventory management systems
 - Microsoft Office (Excel, Outlook)
 - Basic reporting and sales tracking tools
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Area of Specialization

Retail sales and operations in **wireless telecommunications**, including mobile devices, accessories, service plans, activations, and upgrades under a Rogers authorized dealership environment.

Work Conditions

- Fast-paced, target-driven retail environment
 - Ability to work under pressure and meet sales targets
 - Combination of standing, walking, and computer-based tasks
 - Handling customer escalations and operational deadlines
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Employment Requirements

- Completion of secondary school (post-secondary education is an asset)
 - Minimum **2–3 years of experience in the wireless/telecommunications retail industry**
 - Proven experience in **retail management, staff supervision, and sales target achievement**
 - Hands-on experience with **carrier systems (e.g., Rogers)** is strongly preferred
 - Strong leadership, communication, and organizational skills
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Benefits

- Health benefits
- Health care plan

How to apply:
by email: emily@fvwireless.com

Posted on refugeejobportal.com