



## store manager - retail

Posted by FRASER VALLEY WIRELESS LTD.

**Posting Date :** 26-Dec-2025

**Closing Date :** 24-Jun-2026

**Location :** Vancouver

**Salary :** \$44.75 Per Hour

### Job Requirements

- **Education:** College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years
- **Language:** English
- **Years of Experience:** 2 years
- **Vacancy:** 1
- **Job Type:** Full Time
- **Job ID:** DISJ5860812

### 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.

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## 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.

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## 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](mailto:emily@fvwireless.com)

**Posted on Disabled job Portal**