

HOLLYHOCK

Position: Retail and Healing Arts Manager

Reports to: Campus Director

Hours and Location: Full Time Seasonal (March-Nov), on Cortes Island

Starting Wage: \$27.00/hour

ABOUT US

Hollyhock exists to inspire, nourish, and support people who are making the world better. We host over 100 personal and professional development programs each year, immersing our staff in a culture of connection, personal growth, and progressive social change.

Our oceanfront Cortes Island campus rests in the traditional territories of the Klahoose, Tla'amin, Homalco Nations; and as the current stewards of this land, we are committed to renewing our relationships with these First Nations peoples.

Our campus boasts rustic accommodations, vegetarian buffet meals with local seafood, yoga, bodywork, a world-famous garden, hot tubs, and network of nature trails through towering cedar and douglas fir trees. Hollyhock staff receive discounts on all of our services and meals, and the opportunity to experience a complimentary Hollyhock program.

We believe that a workforce that reflects the diversity of the communities we serve strengthens our ability to achieve our mission. We strongly encourage applicants of all genders, ethnic and cultural backgrounds, sexual orientations, abilities, and with a range of life experiences to apply. Please feel free to state any aspects of your identity that may contribute to diversity in our workforce in your cover letter, so we can prioritize your application.

ABOUT THE ROLE

This position is a leadership role and actively participates in decision making, collaboration, and communication loops with all Supervisors and Managers on our Cortes Campus. The Retail and Healing Arts Manager models Hollyhocks staff culture—being present, expressing thoughts openly, and addressing concerns within the team.

The Hollyhock Store offers a thoughtfully curated selection of local and artisanal products. The Retail and Healing Arts manager curates the store embodying our commitment to support local, ethical, indigenous-owned, and artisan producers. The Retail and Healing Arts Manager plays a crucial role in shaping the offerings and guiding the direction of our Healing Arts experiences, ensuring alignment with the Hollyhock brand. All activity bookings are managed through the Hollyhock retail space, including the bookings for the Hollyhock Signature Holidays.

The Healing Arts Manager's responsibilities encompass managing inventories and orders, surpassing sales targets in both Retail and Healing Arts, fostering vendor relationships, curating the consignment gallery in the lodge, and maintaining an inviting retail space. The role extends beyond product management to provide support and handle scheduling for Hollyhock

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bodyworkers and store staff. The Retail and Healing Arts manager participates in the Campus Leadership team, working closely with other Managers to hold the staff and guest experience.

ABOUT YOU

You are a highly organized and detail-oriented individual who thrives in collaborative team environments. Your strong communication skills, patience, and openness to learning make you adept at connecting with people from diverse backgrounds. You excel in accuracy, task prioritization, and effective time management.

With a proven track record in team leadership, you bring strategic vision to organizational structures. Your ability to create an environment that fosters innovation, continuous learning, and personal development is a testament to your leadership skills.

As a company committed to ethical business practices, we seek a manager who embodies transparency, integrity, and a dedication to earning customer trust. Your role will involve the meticulous curation of products and services, considering their ethical impact and sourcing.

Priority is given to building and nurturing robust relationships with our vendors and artists. We are looking for someone skilled in creating partnerships that go beyond transactions. Your expertise in identifying qualified healing arts professionals who align with our organizational ethos and contribute to the holistic and healing-oriented atmosphere is crucial.

In summary, we are in search of a leader who not only champions ethical retail but also motivates teams and cultivates meaningful relationships within the community. If you embody these qualities, we invite you to join us in creating a harmonious blend of retail and healing arts.

KEY RESPONSIBILITIES

- Participate in Campus leadership, and collaborative decision making.
- Leadership motivation and accountability for retail and healing arts staff.
- Leadership presence in Gateway building.
- Interdepartmental communications for campus guest experience.
- Maintain Retail & Healing Arts budgets and exceed financial goals.
- Lead the team in ethical sales, and self care concierge program.
- Scheduled for a varied work schedule including weekends, evenings and statutory holidays.
- Flexibility and adaptability to changing needs are essential.

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RETAIL

- Recruit and hire retail staff.
- Lead Branding and design of retail space.
- Choose vendors and develop and maintain vendor relationships.
- Manages ordering and store inventory.
- Oversees gallery consignment pieces in the lodge.
- Desk coverage including sales, and communications with Campus registration team.
- Manage bodywork and Activity reservations by email, telephone and in person
- Supervisory for Retail store staff
- Engage guest service and feedback
- Provide information about the services available in the community and surrounding areas

HEALING ARTS

- Recruit and hire Healing Arts Staff
- Supervise Healing Arts staff
- Lead scheduling and booking appointments
- Effectively handle any last-minute changes as per guidelines in place
- Manage Healing Arts Studio inventory and liaise with Housekeeping

QUALIFICATIONS

- Previous Management or team leadership experience preferred
- Previous experience managing budgets is preferred
- Previous experience in customer service and retail is an asset
- Working knowledge of computers and software applications including proficiency in Google Apps and Office Suite
- Excellent communication skills
- Ability to respond calmly in busy situations, effective conflict management and decision-making skills
- Strong organizational, administrative and time management skills
- Cash handling experience is an asset
- The successful candidate must be legally able to work in Canada and enjoy living in a remote setting

APPLY

Please apply using the online form at hollyhock.ca/jobs

or

email your cover letter and resume to jodi@hollyhock.ca

This position is open until it is filled. Please get your application in as soon as possible. Only short-listed candidates will be contacted.