

# **STORE MANAGER**

The Store Manager is an exempt salaried employee who reports to the Market Manager.

## **Minimum Qualifications**

- High School diploma or GED preferred.
- Experience in retail sales preferred.
- Experience to perform the essential duties, responsibilities and working in the conditions described below.
- Ability to supervise and train for the use of equipment, tools and materials listed in the Customer Service Representative (CSR), Lead CSR (LSR) and Store Assistant (SA) job descriptions.
- Ability to supervise and manage the functions listed in the CSR, LSR and SA job descriptions.
- Ability to use computer, or acquire those skills necessary to use a computer at the store, which includes analysis of reports, inventory control, cash control, counseling notices, etc.
- A valid driver's license and adequate transportation to/from bank and meetings.
- Ability to communicate (orally and in writing) in English.
- Perform other duties as assigned or delegated by his/her manager.

## **ESSENTIAL DUTIES, RESPONSIBILITIES AND SKILLS**

### **Leadership and Management**

- Recruit, hire and train positive, enthusiastic employees, ensuring excellent customer service.
- Develop, manage and assign tasks appropriately to ensure the store is clean, adequately stocked, organize and well kept based on Company standards.
- Maintain a professional and supportive image among subordinates and supervisor.
- Schedule employees within Company guidelines to maximize customer service and maintain store image.
- Implement non-discriminatory related management skills while hiring, training, counseling, motivating and separating employees.

### **Store Relationships**

- Develop positive and professional relationships with all suppliers.
- Promote excellent service and resolve customer complaints in a timely, professional manner.
- Promote and ensure a safe, positive public image within the neighboring community.

### **Training and Development**

- Prepare on-going and timely performance appraisals in writing for all employees, providing proper performance based feedback.
- Train all employees ensuring that customer service, store image and marketing execution meet Company standards.
- Train all employees on safety procedures and promote safety awareness.

### **Communication**

- Develop ways and means to ensure that all employees receive proper communication in a timely manner.
- Establish periodic on-going communication meetings with all store employees and the Market Manager.

### **Organizing and Planning**

- Evaluate and develop specific action plans to address the needs of the store in order to reach the desired objectives.
- Organize and maintain all store files and manuals.
- Manage and supervise store employees to ensure that all required and requested reports are completed accurately and timely.
- Manage and supervise store employees to ensure that all merchandise is stocked, attractively displayed and priced correctly.
- Ensure that all required employment related posters and signs are in a place that is easily accessible to all employees.

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### **Financial**

- Analyze daily sales and expense information and take appropriate action to maximize sales and net profits.
- Budget and forecast P&L lines, as well as understand and manage merchandise margins.
- Safeguard and account for all money received and disbursed.
- Perform all other financial analysis necessary to maximize sales and net profits.

### **Working Conditions**

- Perform approximately 95% of all work indoors, but will be required to work outside to clean parking lots, gas pumps, take out garbage, etc.
- Exposure to extreme cold temperatures while performing occasional work in a walk in cooler and/or freezer.
- Exposure to occasional noise.
- Work with a minimum of direction and supervision.
- At all times work as an effective manager, supervisor and leader.

### **Physical Functions**

- Ability to stand and/or walk for up to 10 hours
- Work a minimum of 50 hours per week.
- Ability to occasionally lift and/or carry up to 30 pounds from ground to overhead up to 30 minutes of workday (i.e., assist in stocking/maintaining inventory levels).
- Ability to occasionally lift and/or carry up to 60 pounds from ground to waist level (i.e., to replenish fountain syrups).
- Ability to push and pull with arms up to a force of 20 pounds (i.e., utilizing a hand-truck).
- Ability to bend at waist with some twisting up to one hour of workday.
- Ability to grasp, reach and manipulate objects with hands up to all day. (This work requires eye-hand coordination, and may require climbing a ladder to store or retrieve materials, and/or place or remove signs.)

THE ABOVE STATEMENTS REFLECT THE GENERAL QUALIFICATIONS/DUTIES AND/OR RESPONSIBILITIES NECESSARY TO IDENTIFY THE JOB AND ARE NOT NECESSARILY INTENDED TO SET FORTH ALL OF THE SPECIFIC REQUIREMENTS OF THE JOB.

**NOTE: This job description may change periodically as required by business necessity, with or without advance notice to or consent by the employee.**