



JOB DESCRIPTION

Title: ASSISTANT MANAGER

Management

- Learn and provide back-up on various management functions
- Operation of store in manager's absence
- Assist in training new sales staff, retrain on new policies/procedures
- Lead support for stationery and jewelry categories
- Participate in managing conflict resolution & finding positive solutions
- Create positive & respectful environment for customers & employees
- Demonstrate excellent communication skills, flexibility and delegation ability

On-Floor Supervision

- Provide excellent customer service, act as role model
- Assist in troubleshooting day-to-day staffing/scheduling issues
- Ring sales, authorize and perform returns
- Assist merchandisers with projects and floor moves
- Open/close store according to store procedures
- Delegate daily duties to staff
- Provide on-going product information to staff
- Help troubleshoot (computers, equipment, maintenance issues)

General Store Support

- Assess and prioritize general store functions in manager's absence
- Flexibility to float between stores provide lead supervisory support during manager vacations, transitions, scheduling shortages
- Conduct stationery training for new managers and staff to ensure category maintained according to buyer/company standards
- Assist in monthly markdowns/damages
- Assist in efficient inventory management of store supplies
- Maintain a clean/orderly store (sales floor/cash wrap, backroom/basement, exterior of store)

Misc.

- Assist in special projects, maintenance, cleanup and reorganization as needed
- React timely to fast-paced, ever-changing retail environment
- Follow store policies, security procedures and COVID preparedness plan
- Additional schedule availability required during retail holiday seasons
- Act as a back-up contact with alarm company & respond to alarm events as necessary
- Availability outside of scheduled shift to troubleshoot store events

Requirements: Flexibility with scheduling availability; willingness to fill in at other stores. Commitment to customer service, reliability, and attention to detail. Ability to stand for extended periods of time, bend/lift/reach/twist, go up/down stairs to retrieve merchandise, and lift or move up to 40 pounds. Willingness to work on ladder. Manual dexterity to run the point of sale registers.