



JOB DESCRIPTION

Title: **STORE MANAGER**

Leadership

- Create a positive & respectful environment for customers & employees
- Advocate for areas of responsibilities, communicate needs/goals clearly
- Assume visionary role: foresee and identify problems, find creative/positive solutions, react promptly
- Streamline functions to maximize efficiency
- Maintain excellent standing in Manager Report Card categories

Management

- Anticipate staffing needs, maintain employee records and manage conflict
- Conduct interviews & performance evaluations
- Train sales staff & merchandiser, retrain on new policies/procedures
- Develop staff for professional growth
- Ensure safety protocols are followed

Oversee Merchandising

- Participate in store walk thrus
- Manage & direct store merchandiser to communicate visual objectives & provide redirection
- Develop part time staff to assist merchandiser

On-Floor Supervision

- Provide excellent customer service, act as role model
- Open/close store according to store procedures
- Delegate daily duties to staff
- React to potential shrinkage concerns

General Store Maintenance

- Prioritize the general functions of store
- Prepare monthly schedule & forecast scheduling needs
- Oversee monthly markdowns
- Order & manage store supplies
- Maintain a clean/orderly store and basement/backroom area

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 first contact with alarm company & respond to alarm events
- Availability outside of scheduled shift to troubleshoot store events
- Flexibility in working shifts at other store locations to fill-in as needed

Requirements: Previous retail management experience preferred. 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.