



## Position Description

Job Title:	Assistant General Manager	Location:	Various
Reports to:	General Manager	FLSA:	Exempt
Department:	Store Operations	Date:	January, 2013

**Position Summary:** The Assistant General Manager (AGM) is responsible for supporting the General Manager in the management of the entire store's operations. The AGM is also responsible to meet performance and profit goals. These objectives include assisting in the selection, development and training of all associates in the store. The AGM is responsible to manage and oversee all safety processes within the store. The AGM ensures an exceptional customer experience that supports our vision to become "fast casual to go with world class convenience".

### **Principal Duties:**

1. Supervise the day-to-day task assignment for and performance of Customer Service Associates and management associates.
2. Manage all matters relating to associates and the store team - recruiting, hiring, training, coaching and performance management.
3. Ensure a pleasant shopping experience for all customers. Respond to customer complaints or inquiries and solicit customer feedback and input.
4. Ensure compliance with corporate training programs through LMS tracking.
5. Ensure the planning and execution of established safety, security, quality, and store operations policies, procedures and practices.
6. Analyze results and trends and prepares action plans to leverage the store's strengths and address areas of opportunity.
7. Plan and prepare work schedules and coordinate daily assignments and activities of associates to meet the needs of the business.
8. Ensure safety program execution and fulfill the store safety leader role.
9. Ensure future growth by executing a defined strategy to deliver the long range plan.

**To perform the essential functions of an Assistant General Manager, the associate must perform all duties listed below:**

### **Management- Essential Duties:**

10. Supervise the day-to-day task assignment and manage performance of Customer Service Associates. This includes recruiting, hiring, training, coaching, managing performance, and administering progressive discipline.
11. Oversee the completion of duties by hourly store management associates.
12. Ensure proper training and training compliance of all hourly associates.
13. Ensure creation of the store's weekly schedule, while working within labor guidelines and meeting target.
14. Oversee cash management procedures. Monitor and analyze reports relating to Loss Prevention and reports trends to the General Manager.
15. Ensure accuracy of weekly payroll, which includes the proper editing of timecards when necessary, using the appropriate charge codes and weekly submission.

16. Responsible for obtaining designated competitors' fuel prices, accurately entering this information within the required time frame and updating prices when required.
17. Respond in a timely manner to any product recall and follow established processes.
18. Ensure accurate stock levels by performing precise cycle counts and monitoring ordering of product and supplies with a computer and/or handheld device. Review the results on the store's computer and/or handheld device and make the necessary changes. Prepare action plans to address off standard items.
19. Control inventory level by checking in all external vendors (by using a handheld device) and ensuring the delivery is accurate. Keep open line of communication with vendors to ensure the store's needs are met. Ensure external vendors are following Wawa's safety standards. Ensure the proper product pricing.
20. Analyze income statement and utilize reports to ensure store's profitability.
21. Ensure execution of established security, quality and store operations policies, procedures and practices listed in training materials and other publications.
22. Manage all safety programs and ensure proper execution and compliance. Report and document all customer and associate incidences in the appropriate time frame.
23. Analyze results and trends from audits (internal and external) and take the appropriate action to resolve/address issues.
24. Value store associates through celebration and recognition.
25. Ensure the 24/7 execution of all customer service programs and processes.
26. Communicate with store manager regarding customer service issues and concerns.
27. Ensure a pleasant shopping experience for all customers, respond to customer complaints or inquiries and solicit customer feedback and input.

#### **Cash Register Area- Essential Job Duties**

1. Operate the cash register, scan items, bag merchandise and make/provide change for purchases.
2. Comply with federal and state laws by requesting personal identification from customers who are purchasing tobacco and/or alcohol.
3. Maintain proper cash levels in register drawer.
4. Stock and refill register area inventory.
5. Greet customers and provide an enjoyable shopping experience for all customers. Respond to customer requests in a timely manner.
6. Perform the following physical behaviors continuously throughout their shift: standing, walking, handling, reaching horizontally, reaching above the shoulder, grasping firmly and pushing buttons.
7. Perform the following physical behaviors occasionally during their shift: bending, stooping, squatting, crouching, kneeling, pushing and reaching below waist.
8. Occasionally lift weights up to 20 lbs.
9. Constantly lift weights of up to 10 lbs.
10. Frequently carry weights of up to 10 lbs within a small area.

#### **Coffee Area - Other Job Duties**

1. Work in the coffee area and observe coffee thermals to determine need for refills.
2. Fill coffee basket with filter and coffee grinds; brew coffee.
3. Carry coffee thermals from brewing area to coffee station as needed.
4. Stock cups, lids, straws, coffee mixers and milk/cream on coffee island.
5. Fill and maintain cappuccino machine.
6. Keep entire coffee area clean.
7. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, reaching above the shoulder, and grasping firmly.
8. Perform the following physical behaviors frequently during their shift: bending, stooping, squatting, pushing coffee cart.
9. Perform the following physical behaviors occasionally during their shift: climbing step ladder in stock

room.

10. Frequently lift up to 18 lbs.
11. Occasionally carry up to 20 lbs., 30-40 feet.
12. Frequently carry minimum weights.
13. Retrieve cardboard boxes of coffee bags from stock room and carry to coffee station.
14. Use sharp appliance to open seal on taped cardboard boxes.
15. Use cutter to rip open coffee bags.
16. Take out trash.
17. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

### **Work Oven Station - Other Job Duties**

1. Refill all food station items, including cheeses, meats, bagels, muffins, etc.
2. Assemble food product and place items on a tray.
3. Place food product in a pre-heated oven; remove food product when finished and build to completion.
4. Place food product in appropriate container and bring completed product to register station under warmers.
5. Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard.
6. Keep work oven area stocked by moving product from freezer and/or cold box to the work station.
7. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, reaching above shoulder and grasping firmly.
8. Perform the following physical behaviors frequently during their shift: pushing buttons.
9. Perform the following physical behaviors occasionally during their shift: bending, stooping, squatting, climbing and balancing on step ladder and reaching below the waist.
10. Constantly lift weights up to 10 lbs.
11. Frequently lift weights of up to 12.5 lbs.
12. Frequently carry weights of up 12.5 lbs within a 40 ft distance.
13. Retrieve boxes of materials from stock room.
14. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

### **Food Service - Other Job Duties**

1. Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard.
2. Inspect all food items in deli to ensure the proper temperature and freshness. Maintain the quality of all food items.
3. Adhere to all Wawa safety standards.
4. Check computer for orders and begin filling by making food according to customer specifications and requests.
5. Wrap and ladle food orders. Hand orders to customers for purchase at register.
6. Work with a variety of kitchen utensils and equipment including knives, slicer, ovens, steam tables, etc.
7. Retrieve perishable items from refrigerator/freezer for replenishment and stocking.
8. Slice lunch meat and cheese using deli slicer.
9. Perform general housekeeping, including dish washing and sweeping, etc.
10. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, grasping firmly and pushing buttons.
11. Perform the following physical behaviors frequently during their shift: bending stooping, squatting, pulling drawers and reaching below the waist.
12. Perform the following physical behaviors occasionally during their shift: climbing and balancing on

- step ladder, crouching, kneeling, pushing and reaching above the shoulder
13. Occasionally lift weights up to 35 lbs.
  14. Continuously lift weights of up to 10 lbs.
  15. Occasionally carry weights of up to 35 lbs within a 40 ft distance.
  16. Retrieve items from back stock room, carrying out to main floor.
  17. Clean spills.
  18. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

### **Additional Job Duties**

1. Complete indoor housekeeping functions including cleaning, dusting, mopping and emptying trash in all areas of the store. Work with a variety of cleaning supplies and chemicals. Some housekeeping functions will require the use of a ladder.
2. Complete outdoor housekeeping functions including cleaning, power washing, sweeping, picking up and emptying trash, and keeping sidewalks/parking lot safe. Work with a variety of cleaning supplies and chemicals, salt, spill absorbents, etc.
3. Stock shelves with products and supplies to ensure in stock conditions at all times including dry storage, deli area, refrigerated/freezer items and grocery items.
4. Work in cold box and/or freezer for extended periods of time in temperatures around or below freezing. Stack, lift, move, and empty filled crates. Use a ladder when stocking higher shelves.
5. Responsible for taking out trash. Operate trash and/or cardboard compactor.
6. Must be able to adapt to abrupt temperature changes when moving from one environment to another.
7. May be required to create displays that generate enthusiasm around promotions.
8. Must be able to perform other duties as assigned by store management.
9. Lead by example by acting safely at all times and prevent others around you from acting in an unsafe manner.
10. Use appropriate personal protective equipment as required.
11. Follow all current safety standards.
12. Ensure safe working conditions by maintaining a clean, organized store in accordance to standards.

### **Other Job Duties for all Fuel Stores outside of NJ**

1. Perform a daily check by manually inspecting of nozzles, hoses, vapor recovery, spill bucket and other components in the fuel court to ensure safe working conditions. Log information.
2. Perform a weekly test of pumps to ensure proper fuel flow. Pump gas into a container and use a stop watch simultaneously to calculate the speed of flow.
3. Perform a weekly check of the hazardous waste drum to ensure proper conditions. Place phone call for replacement of hazardous waste drum as needed. Log information.
4. Wipe down the fuel area (pumps, trash, valets) with cleaning chemicals. Restock all fuel area supplies and products.
5. Replace receipt paper and ensure that credit card payment area has not been tampered with. Log the credit card check daily via computer.
6. Inspect and wipe down the air pump with cleaning chemicals.
7. Maintain the Fuel and Hazmat closet.
8. Clear oil and gas spills in accordance with all safety standards. Properly dispose of hazardous material and document clean up in gasoline compliance binder when applicable.

### **Requirements:**

- Leadership experience in a fast-paced retail, food service, or fuel environment
- Proven and consistently demonstrated skills in the following:
  - Exceptional Customer Service

- Relationship Building
- Effective Communication
- Ability to multi-task
- Bachelor's degree in business or related discipline preferred
- Experience, skills and abilities consistent with Wawa Core and Leadership Competencies:
  - Servant Leadership
  - Partners and Collaborates
  - Understands People
  - Holds People to High Standards
  - Coaches and Develops Others
  - Drives Process Excellence
  - Models Positive Impact
  - Lives the Wawa Values
- Availability to work all shifts, weekends, and holidays, based on business needs
- Ability to learn and utilize the store's computer applications
- Must be at least 18 years old to be considered for this position
- Position based on a 46.75 average hours work week

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.