



Job Description

Position:	Assistant Manager	Department:	C-Store
Reports To:	Store Manager	FLSA Status:	Non-Exempt

Position Summary

The Assistant Manager assists the Store Manager in the day to day store operations including scheduling, training, supervising employees, and controlling expenses to maximize store profit margins.

Essential Functions/Responsibilities

1. Work closely with the store manager to assist with general supervision of store employees and ensure policies and procedures are followed; provide leadership support
2. Delegate shift responsibilities to maintain efficient operation; ensure shift employees stay on task, follow policy & procedure, and provide quality customer service
3. Train and mentor employees, answer employee questions, and communicate employee relations issues with the appropriate level of management
4. Provide excellent customer service and ensure customer satisfaction by resolving customer complaints and addressing any questions or comments customers may have; handle all escalated customer complaints that may arise during the assigned shift with an emphasis on customer satisfaction
5. Provide customers with quick and accurate service in all areas of the store; responsible for quality, consistency, and accuracy
6. Process register transactions, handle currency, perform daily reconciliation paperwork, and submit deposits; responsible for accuracy, efficiency, and meeting deadlines
7. Up-sell by providing product information; inform customers of regular deals or specials
8. Ensure store is prepared at all times by restocking product, checking equipment, and straightening/cleaning all areas of the store; initiate product orders when requested
9. Follow company policies, established operational procedures, and vendor requirements
10. Operate within the highest level of honesty and integrity; report any honesty or integrity violations to the Store Manager or Human Resources
11. Follow all Safety and Security policies and report any and all unsafe conditions

Non-Essential Functions/Responsibilities

1. May perform food preparation and cooking duties including a wide variety of food using a broad range of tools and equipment
2. May perform employee relations duties related to hiring, progressive discipline, and termination
3. May process register transactions and handle currency while providing excellent customer service.
4. Performs other duties and responsibilities as requested by authorized personnel

Qualifications

Education/Training Requirements

- High school diploma or equivalent required
- Some post secondary education preferred

Experience Requirements

- Minimum one year convenience store experience required
- Previous supervisory experience desired

Licensing Requirements

- None

Skills/Abilities Requirements

- Excellent customer relations, cash-handling, and bookkeeping skills
- Effective written and verbal communication skills
- Motivated self-starter that is willing to work as part of a team
- Excellent employee relations expertise; ability to delegate and follow-up
- Ability to work within deadlines, plan, and organize
- Ability to continuously look for way to improve financial success of the store

Physical Demands

Stationary Position	Must be able to maintain a stationary position for 2-4 hours while processing customer transactions on the cash register.
Operate	Frequently operates a cash register, credit card machines, and lottery machine.
Move	The person in this position needs to frequently move for about 8-10 hours per day around the convenience store to stock shelves and clean.
Transport	Frequently moves merchandise ranging from 10 - 50 pounds from a cart or the floor to the shelf.
Reach	Able to reach over head occasionally to place and remove merchandise on top shelves.
Positions self	Able to bend, kneel and squat frequently to position oneself to clean shelves, mop floors, and stock merchandise.
Ascend/Descend	Able to climb an extension ladder occasionally to hang posters and stock merchandise.
Communicate	This position frequently communicates with customers in the process of purchasing merchandise or answer questions. Must be able to exchange accurate information in these situations.
Exposed to	Occasionally works in freezer area, outdoors and around hot items such as the fryers.

Acknowledgement

I have read and understand the job description for my position. I am able to perform all the essential functions for this position. I understand that management has the right to assign or reassign duties and responsibilities to this job at any time.

I agree to comply with the company handbook and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor. I will strive to uphold the mission and vision of the organization.

Employee Signature

Date

Employee Name (Printed)