



## Job Description

<b>Position:</b>	<b>Store Manager</b>	<b>Department:</b>	<b>C-Store</b>
<b>Reports To:</b>	<b>Department Operations Manager</b>	<b>FLSA Status:</b>	<b>Exempt</b>

### **Position Summary**

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The Store Manager oversees all convenience store and food service operations for the assigned location. This position hires, supervises, and trains staff along with managing day to day operations, maintaining store standards, providing excellent customer service, and maximizing profitability. Store Managers set an example of customer service, focus, and leadership.

### **Essential Functions/Responsibilities**

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1. Perform general supervision of employees to ensure policies and procedures are followed; provide leadership support and motivate by example
2. Recruit, hire, and train employees with an emphasis on excellent customer service
3. Schedule employees to efficiently operate the location; responsible for labor cost control
4. Delegate shift responsibilities to maintain efficient operation; ensure employees stay on task, follow policy & procedure, and provide quality customer service
5. Follow company corrective action procedures; hold employees accountable
6. Prepare and present on-time performance appraisals to employees according to company standards
7. Initiate product orders and complete orders on time; responsible for inventory control
8. Responsible for setting, meeting, and achieving goals
9. Responsible for store profits and all controllable expenses including labor, inventory levels, and cash and inventory shortages.
10. 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 with an emphasis on customer satisfaction
11. Enforce daily operating procedures to ensure store is clean, adequately stocked, organized, priced correctly, and displayed in a manner that represents a quality brand image
12. Monitor competitor activities including pricing; identifies areas of improvement
13. Complete all required paperwork in an efficient, timely, accurate manner
14. Monitor cash over/short, inventory shrinkage, and drive offs; investigates and finds solutions for controllable expense issues
15. Responsible for effectively communicating with store personnel to promote a team environment
16. Follow and enforce all company policies and established procedures
17. Implement promotions, ensure all POS advertising/signage is properly posted at the proper time
18. Communicate and perform all price change request, mark downs / ups as requested by the Operations Manager
19. Follow all merchandising and vendor policies and procedures
20. Enforce all safety and security issues and report any and all unsafe conditions
21. Report and process all employee and/ or customer incidents or accidents following company procedure

## **Non-Essential Functions/Responsibilities**

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1. May process register transactions and handle currency while providing excellent customer service
2. May perform food preparation and cooking duties
3. Performs other duties and responsibilities as requested by authorized personnel

## **Qualifications**

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### **Education/Training Requirements**

- High school diploma or GED required
- Post Secondary education in business or equivalent preferred

### **Experience Requirements**

- Two or more years of retail management experience required
- Proven ability to reduce costs and increase profitability desired

### **Licensing Requirements**

- A/B Operator Certification desired. Must be willing to obtain within 30 days of hire.
- Responsible Beverage Certification desired. Must be willing to obtain within 30 days of hire.
- ServSafe Food Certification desired. Must be willing to obtain within 30 days of hire.

### **Skills/Abilities Requirements**

- Excellent customer and employee relations skills
- Effective written and verbal communication skills
- Strong numeric aptitude with the ability to analyze numeric data
- Motivated self-starter that is willing to work as part of a team
- Ability to work within deadlines
- Ability to continuously identify areas of opportunity

## **Physical Demands**

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<b>Stationary Position</b>	Must be able to maintain a stationary position for 2-4 hours while processing customer transactions on the cash register.
<b>Operate</b>	Frequently operates a cash register, credit card machines, lottery machine, computer and office equipment. Occasionally operated fryers and cooking equipment.
<b>Move</b>	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.
<b>Transport</b>	Frequently moves merchandise ranging from 10 - 50 pounds from a cart or the floor to the shelf.
<b>Reach</b>	Able to reach over head occasionally to place and remove merchandise on top shelves.
<b>Positions self</b>	Able to bend, kneel and squat frequently to position oneself to clean shelves, stock merchandise.
<b>Ascend/Descend</b>	Able to climb an extension ladder occasionally to hang posters and stock merchandise.

<b>Communicate</b>	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.
<b>Exposed to</b>	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.

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Employee Signature

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Date

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Employee Name (Printed)