Job Description

Job Title: General Manager  
Department: Store Operations  
Grade: 900  
Location: Various
FLSA: Exempt  
Job Last Reviewed: October 2013

Job Summary:
The General Manager (GM) is responsible for the management of the entire store operation. The GM will lead the management team to ensure execution of organizational objectives and initiatives and achievement of store and profit goals. The GM is responsible for customer and associate satisfaction, brand standards, and profitability. The GM will select, develop and effectively lead a highly engaged team. The GM 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 assignments and performance of all management and associates.
2. Ensure a pleasant shopping experience for all customers. Respond to customer complaints or inquiries. Solicit customer feedback, input, and information through various communication vehicles. React to information and create a plan to consistently meet the expectations of all customers.
3. Manage all matters relating to associates and the store team – recruiting, hiring, training, coaching, associate engagement and performance management.
4. Ensure execution of established safety, security, quality, and store operations policies, procedures, practices and programs.
5. Analyze results and trends and prepares action plans to leverage the store’s strengths and address areas of opportunity. Ensure the execution of all plans.
6. Ensure future growth by executing a defined strategy to deliver the long range plan.
7. Plan and prepare work schedules and coordinate daily assignments and activities of associates to meet the needs of the business.
8. Ensure profitability.

Essential Functions:
1. Exceptional customer service
2. Superior relationship building and leadership skills
3. Highly effective communication
4. Ability to multi-task
5. Experience, skills and abilities consistent with Wawa Core Values and Leadership Competencies

Preceding job description has been designed to indicate the general nature and level of work performed by associates within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of associates assigned to this job.
**Basic Qualifications:**
1. Leadership experience in a fast-paced retail, food service, or fuel environment
2. Bachelor’s degree in business or related discipline preferred
3. Availability to work all shifts, weekends, and holidays, based on business needs
4. Ability to learn and utilize the store’s computer applications
5. Must be at least 18 years old to be considered for this position

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