

 **Job Description**

Job Title: Assistant General Manager

Department: Store Operations

Location: Field

FLSA: Non-Exempt

Job Last Reviewed: October 2016

Job Summary: The Assistant General Manager (AGM) is responsible for leading the day-to-day operations of the store in the absence of the General Manager and to otherwise support the General Manager in all facets of running the store. The AGM will review business results, including profitability, and plan for continued improvement. The AGM supports the selection and development of all Customer Service Associates and in conjunction with the FBM is responsible for the training of all Customer Service Associates in the store. The AGM is responsible for ordering goods and scheduling labor. The AGM is responsible to manage and oversee all safety processes within the store. The AGM ensures an exceptional customer experience. Where applicable, this position will assist the GM with managing the fuel offer.

Principal Duties:

1. Ensure a pleasant shopping experience for all customers. Respond to and resolve 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.
2. Execute the corporate training plan for all CSAs and effectively conduct hands-on training to ensure associate proficiency. Ensure the planning and execution of established safety, security, quality, and store operations policies, procedures and practices.
3. Supervise the day-to-day task assignments and performance for all associates. Assist with all matters relating to Customer Service Associates and the store team - recruiting, hiring, training, coaching, associate engagement and performance management. Recognize and reward associates.
4. Plan and prepare work schedules and coordinate daily assignments and activities of associates to meet the needs of the business. Delegate tasks and follow-up as necessary. In full-serve fuel stores, responsibilities include supporting the GM with all areas of fuel labor, including preparation of the schedule.
5. Monitor and analyze business processes and results to profitably achieve store goals. Examples include: reviewing and analyzing reports, completing the store performance tracking board, and managing shrink and spoilage.
6. Manage cash and lottery processes.
7. Analyze results and trends and prepare action plans to leverage the store's strengths and address areas of opportunity. Ensure the execution of all action plans.
8. Build relationships with community partners to connect the store with its community.
9. Ensure safety program execution and fulfill the store safety leader role.

Essential Functions:

1. Ability to work well individually as well as in a team environment

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2. Excellent oral and written communication skills
3. Excellent customer service skills
4. Ability to work with little or no supervision
5. Detail oriented and excellent organizational skills
6. Ability to apply critical thinking skills in all situations
7. Ability to apply root cause techniques in order to solve problems
8. Ability to handle multiple projects simultaneously and independently
9. Proven self-starter with demonstrated ability to make decisions
10. Understanding of store finances and awareness of impact to business
11. Must be able to perform the following physical behaviors repetitively throughout a shift: standing, walking, handling, reaching horizontally and grasping firmly
12. Must be able to perform the following physical behaviors frequently throughout a shift: reaching above the shoulder, reaching below the waist, pushing buttons, bending, stooping, squatting, crouching, kneeling and pushing
13. Must be able to lift and carry up to 35 lbs
14. Excellent relationship building, interpersonal and leadership skills
15. Ability to learn and utilize the store's technology

Basic Qualifications:

1. High School Diploma or GED equivalent
2. Leadership experience in a food service environment preferred
3. Ability to work 35 – 40 hours per week
4. Availability to work all shifts, weekends, and holidays, based on business needs
5. Experience selecting, training, performance management of staff, sales building, labor allocation & scheduling, managing expenses
6. Proven and consistently demonstrated skills in the following:
 - Exceptional Customer Service
 - Relationship Building
 - Effective Communication
 - Training
7. Ability to relocate as needed preferred

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