



College Graduate Leadership Program



Groundwork for a Successful Career

STEP 1

Customer Service Supervisor (CSS)

- Assist store management in customer service, product availability, safety, shift management, vendor care, associate training and retention along with customer satisfaction and store conditions
- Responsible for all cash processes including deposit preparation, lottery and gift cards
- Responsible for maintaining accurate article level inventory to maximize sales; perform cycle counts and orders

STEP 2

Food & Beverage Manager (FBM)

- Managing all aspects of the food service and beverage option. Responsible for the execution of all fresh food/food service programs in compliance with corporate and regulatory guidelines and supporting the General Manager in all facets of running the store
- The FBM will support the AGM with training the Customer Service Associates in the store
- The FBM is responsible for maintaining a safe, sanitary and appetizing food service environment

STEP 3

Assistant General Manager (AGM)

- Support the General Manager; Select, develop and train hourly associates
- Monitor and analyze business processes and results to profitably achieve store goals
- Enhance and further develop leadership skills

Training

On-the-job, computer-based and classroom training supporting rotations and business/operational requirements for store success.

Timing

The estimated timeline for program completion is 24 months.

Completion of each position within the program is based on participant's abilities to master the skills and achieve proficiency within the assigned position.

Consideration

Graduate (within 12 months) from an accredited 2 or 4 year college/university and a history of proven leadership skills.

Additional Career Path Opportunities

The College Graduate Leadership opportunity supports our participants' career growth. Below are the career path opportunities once Assistant General Manager is achieved.

General Manager-in-Training (GMIT)*

- On-the-job, computer-based and classroom training
- Leadership development training
- Assist the GM with the management of entire store's operations; Ensure execution of corporate objectives and initiatives achieving customer and associate satisfaction, brand standards and profitability

General Manager (GM)*

- Ongoing leadership development
- Manage the entire store's operations; Execute corporate objectives and initiatives achieving customer and associate satisfaction, brand standards and profitability

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.

*Associates may apply for the GMIT and GM positions at the discretion of their Area Manager, pending position availability and the associate's performance, skills, and abilities.

