

Green Valley Grocery

Job Description

Position: Store Manager

Basic Function:

A Store Manager is responsible for establishing, providing, and maintaining customer service as per Company standard and policy. He/She oversees and is accountable for the operation of a store ensuring maximum sales and profitability through merchandise, inventory, expense control, human resources management, store appearance and managing operating costs in adherence to all Company Policy/Store standards.

Essential Duties and Responsibilities:

- Ensure that each Customer receives outstanding Customer Service by providing a Customer friendly environment which includes greeting and acknowledging every Customer, maintaining outstanding standards, and all other components of Customer Service.
- Analyze and measure business trends; develop and implement plans to maximize sales and meet or exceed goals and objectives.
- Control shrink, expenses, and payroll in accordance with Company policy and procedure.
- Perform and assign all duties necessary to maintain a clean and attractive store; both inside and out, in accordance with Company policy and standards and as assigned by Company Management.
- Maintain an awareness of all product knowledge information, merchandise promotions, test merchandise and advertisements.
- Comparison shop competition and report / share results with Company Management.
- Learn, utilize and train employees on Company selling guidelines to increase sales and customer satisfaction.
- Set up advertising or promotional displays or arrange merchandise to promote sales.
- Accurately receive merchandise from vendors in accordance with Company policy and procedure.
- Learn, comply, and train and enforce store personnel on all Company policies and procedures, as well as, Federal, State and municipal laws.
- Maintain amicable work relationships with fellow employees.
- Hire, train and develop store personnel in accordance with Company policy and procedure.
- Continually evaluate and react to performance issues of store personnel.
- Undertake and support any policy, change, system or procedure the Company implements regarding the basic function of the position
- Perform essential duties and responsibilities in an environment that will sometimes include increased levels or work related stress.
- Any other duties as assigned by Company Management.

Essential Physical Requirements:

- Must be able to lift 50 pounds, 4 feet high; and 20 pounds, 5 feet high, without the aid of another person.
- Must be able to sit/stand up for up to a full 8 hour shift, in the performance of the position
- Must be able to work around various fumes, odors, chemical agents and solvents.
- Must be able to work in various temperatures and environmental conditions.
- Must be able to maintain balance and climb up to 5 feet on a ladder.
- Must be able to work with minimum amount of supervision under stressful conditions.
- Must be able to work varied hours/days as business dictates.
- Must have the ability to read, count and write to accurately complete all documentation.
- Must have the ability to communicate with associates and customers in the English language.
- Must be able to freely access all areas of store facilities inside and out including sales floor, stocking area, storage area, walk-in coolers and freezers, register area, fuel islands, landscaping and car wash facilities.
- Must be able operate and use all equipment necessary in the basic function of the position.

My signature on the following line indicates my ability to, acceptance of, and commitment to perform this job description.

Signature

Date

Print Name