



Revised 01/01/2009

Assistant Manager

Job Description

Job Code: 4/476

FLSA: Salary Non-Exempt

Reports

to: Store Manager

Job summary

An Assistant Manager is responsible for establishing and maintaining Customer Services. He/she is responsible for the various tasks involved in the overall operation of a store including measuring business trends, maximizing sales/profitability by developing staff, controlling expenses, shortages and all aspects of merchandising and inventory control.

Summary of essential job functions

1. Ensure that each customer receives outstanding Customer Service by providing a friendly environment which includes greeting and acknowledging every shopper, maintaining outstanding standards, solid product knowledge and all other components of Customer Service.
2. Recruit, train, develop and communicate with all staff as well as assess performance on a regular basis.
3. Implement and maintain Customer Service standards.
4. Maintain all merchandising standards, display presentation, signing standards and monitor inventory levels.
5. Plan and assign daily goals, tasks and assignments. Assure proper completion through follow-up.
6. Assist in monitoring sales performance, through the analysis of sales reports and comparison shopping. Assist in adjusting strategies.
7. Maintain adherence to all Company policies and procedures.
8. Management of all office tasks including management of funds and media, receiving, inventory and payroll.
9. Any other duties as assigned by supervisor.

Minimum requirements

1. Knowledge of retail merchandising and product flow techniques
2. General knowledge of product and accessories
3. Able to effectively communicate in written and verbal English
4. Able to accomplish multiple tasks and work effectively with others in a fast-paced team-oriented environment while providing excellent customer service

5. Self-motivated and able to work independently with little supervision
6. Cash register experience is preferred
7. Ability to perform mathematical calculations such as addition, subtraction, multiplication, division, and percentages
8. Knowledge of recruiting, interviewing, hiring, counseling and termination practices including legal compliance and internal processes.
9. Knowledge of cash, facility and safety control policies and practices (deposits, store keys, etc.)
10. Good organization skills with attention to detail.
11. Ability to solve problems and deal with a variety of situations where limited standardization exists.
12. Reliability and high personal integrity
13. Associate degree or higher, two years or more of military experience, one year retail management experience, two years of retail-related work experience or one year of Deveroes' experience
14. Must be able to relocate to other cities as needed.
15. Must have a reliable, viable, and working phone and means of transportation at all times.

Physical Requirements

Store management will usually be physically active for a majority of their work week. Your physical functions will include:

- Ladder climbing
- Lifting up to 50 pounds without assistance
- Bending, twisting, reaching, pushing, pulling, and performing repetitive motions
- Standing and walking for up to 8 hours in a row
- Moving large quantities of merchandise with carts, dollies, hand trucks, and other moving equipment

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Printed Name

Date

Employee Signature



Revised 01/01/2009

Retail Management Trainee

Job Description

Job Code: 4/476

FLSA: Salary Non-Exempt

Reports

to: Store Manager

Job summary

As a management trainee you will learn supervisory and technical skills that are in alignment with the company's philosophies and operational strategies. In this position you will work as an apprentice under at least one experienced store manager, and you will gain the skills and experience in merchandising, advertising, inventory, bookkeeping, and human resources that will position you for advancement in your retail career.

Summary of essential job functions

1. Recruit, interview, hire, train and coach their store team.
2. Control expenses, shrinkage and inventory levels in the store
3. Provide a clean, fun and safe environment for their employees and customers.
4. Order product, stock shelves, set and create promotional displays.
5. Read and interpret documents such as diagrams, safety rules, operating and maintenance instructions, and procedures manuals.
6. Cash handling procedures including cashier accountability and deposit control
7. Ability to perform POS cash register functions to generate reports.
8. Inventory management and merchandising practices

Minimum requirements

1. Must have or be pursuing a High School diploma or GED
2. Knowledge of retail merchandising and product flow techniques
3. General knowledge of product and accessories
4. Able to effectively communicate in written and verbal English
5. Able to accomplish multiple tasks and work effectively with others in a fast-paced team-oriented environment while providing excellent customer service

- 6. Self-motivated and able to work independently with little supervision
- 7. Cash register experience is preferred
- 8. Ability to perform mathematical calculations such as addition, subtraction, multiplication, division, and percentages
- 9. Effective oral and written communication skills.
- 10. Knowledge of recruiting, interviewing, hiring, counseling and termination practices including legal compliance and internal processes.
- 11. Knowledge of cash, facility and safety control policies and practices (deposits, store keys, etc.)
- 12. Good organization skills with attention to detail.
- 13. Ability to solve problems and deal with a variety of situations where limited standardization exists.

Physical Requirements

Store management trainees will usually be physically active for a majority of their work week. Your physical functions will include:

- Ladder climbing
- Lifting up to 50 pounds without assistance
- Bending, twisting, reaching, pushing, pulling, and performing repetitive motions
- Standing and walking for up to 8 hours in a row
- Moving large quantities of merchandise with carts, dollies, hand trucks, and other moving equipment

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Printed Name

Date

Employee Signature