

Position Title: Assistant Store Manager
Reports To: Store Manager
Work Location: Assigned Retail Store

General Purpose of Job

To work with the Store Manager, other Assistant Managers, and Area Specialists, to ensure overall merchandising; act as a point of contact for buyers on merchandising direction; execute merchandising plans; maintain appropriate inventory levels and accurate on-hands; oversee markdowns; set and maintain merchandise features and displays; ensure rotation of product; ensure seasonality of merchandise; create retail events to promote and drive sales; promote fast and friendly checkouts; ensure that product loading is handled quickly, accurately, and with friendliness; maintain the company expectations for customer satisfaction; act as a role model and leader; provide mentorship to employees; and provide support to Store Manager and other Assistant Managers in maintaining the overall store operations.

Essential Duties and Responsibilities

- Ensure proper floor coverage throughout the day, during breaks and lunches, and react quickly to call-ins in order to maintain customer service expectations
- Work with Store Manager and Buyers to promote sales through store events and promotions
- Work with Store Manager, and within budget, to manage merchandise markdowns
- Execute merchandising plans to reach budgeted sales, margin, and profitability projections
- Review sales reports to identify sales trends and areas for improvement
- Work with Area Specialists to identify and react to new and deleted items
- Set TAB merchandise in a timely manner and ensure that employees know the location and quantities of advertised items
- Oversee incoming inventory and ensure freight is stocked to the sales floor in a timely manner
- Work with Area Specialists to ensure accurate pricing, signing, and in-stock of merchandise
- Work with Receiving Specialist and Inventory Control Specialist to ensure backroom is maintained, inventory is being checked in and posted correctly, and that onhands are maintained in perpetual inventory correctly
- Monitor and order low-in-stock and out-of-stock items
- Ensure all endcaps display merchandise that is seasonally correct and are priced accurately
- Ensure that all merchandise is properly displayed and faced
- Ensure that employees have the supplies and tools readily available to provide excellent customer service
- Complete daily store tours, delegate tasks from tour notes, and follow up to ensure timely completion
- Order store supplies and tools as required
- Address all necessary facility maintenance and repairs quickly
- Maintain overall store cleanliness
- Balance tills and safe daily

- Complete change orders daily and ensure tills are properly maintained by cashiers
- Carry out corrective action/progressive discipline as necessary
- Maintain a regular schedule for shopping competitors, document and report findings, and identify ways that the store can stay competitive
- Train and develop employees to become excellent merchants
- Attend product training sessions and relay important product and selling information to store employees
- Work with Store Manager to schedule employees to attend training sessions that will improve job skills and product knowledge
- Maintain open communication with Store Manager and make Store Manager aware of any operational or merchandising decisions
- Maintain positive interaction and open communication with Purchasing Office and Main Office
- Perform Store Manager responsibilities in the absence of the Store Manager
- Ensure a high level of interaction and communication with all employees
- Ensure the absolute highest level of customer service is provided by all employees
- Demonstrate the highest level of integrity and ethics in all decision-making
- Uphold all company policies and procedures
- Represent company with professional appearance and demeanor
- Communicate effectively with employees, applicants, customers, vendors, and agencies
- Maintain strict confidence of all employee and employment-related information
- Travel to company location(s) as assigned
- Demonstrate regular predictable attendance
- Demonstrate dependability, reliability, punctuality
- Work assigned and varying shifts as required
- Perform other tasks and duties as requested by supervisor

Supervisory Responsibilities

- This position has supervisory responsibility of all retail store personnel, consisting of approximately 5-35 direct reports at any given time.

Education and/or Experience

- Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence

- Ability to speak effectively before groups of customers or employees of the organization

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

Other Skills and/or Attributes

- Ability to develop and train employees
- Ability to build and maintain strong relationships with others
- Ability to merchandise effectively
- Ability to provide outstanding customer service
- Ability to maintain a fair, consistent set of standards as they apply to employees
- Ability to adjust priorities and manage time wisely to respond to business operations
- Ability to maintain records and documentation
- Ability to communicate in a clear, concise, understandable manner, and listen attentively to others, understand material, and provide clear instruction to employees
- Ability to operate all equipment on location in order to perform any job function, as necessary
- Ability to follow up on assigned tasks
- Ability to meet critical deadlines

Employee Acknowledgement: _____ Date: _____