

Position Objective and Responsibilities

Job Title: Store Manager

Reports To: General Manager

Position Objective

To direct, promote, and coordinate the store operations in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The store manager's responsibilities involve supervision, marketing, profitability and sales, reporting, purchasing, resale pricing, inventory, service, maintenance, and other duties as assigned by management.

The store manager will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Supervision

Supervision involves establishing and communicating store goals and results to employees, staffing the store and delegating the workload, actively supporting employee growth, and upholding cooperative policies.

Establish and communicate store goals and results to employees

1. Establish store goals with assistance from the general manager
2. Conduct store planning and updating meeting within _____ weeks of fiscal year end
3. Conduct store planning and reporting session within _____ days upon receiving the monthly management report

Staff store and delegate work load to meet market requirements

1. Establish and update job descriptions for all positions within the store
2. Recommend selection of employees based on job requirements
3. Staff and adjust work force to fit seasonal needs with a minimum of unproductive labor costs
4. Employ seasonal work-sharing arrangements to minimize layoffs and unemployment compensation costs

Actively support employee growth

1. Schedule and supervise orientation for new store employees
2. Update employees regularly on new product knowledge
3. Identify in writing annually training needed for individual employees
4. Discuss performance _____ with each store employee
5. Complete and administer a yearly merit review with each store employee following management approval
6. Stimulate and develop positive morale and team spirit that leads to high productivity
7. Actively work to increase personal skills and knowledge

Uphold cooperative policies

1. Uphold all cooperative policies
2. Ensure that store facilities and equipment meet all federal, state, and OSHA regulations
3. Inform all customers of safe product handling
4. Develop and update a regular maintenance schedule for all store facilities and equipment

Marketing

Marketing involves developing and implementing an annual marketing plan, directing store marketing activities, and developing an annual sales and promotion program.

Develop and implement an annual marketing plan

1. Submit store's marketing plan to the general manager by _____
2. Review the following marketing activities with the general manager by the _____ of each month:
 - Sales call recap
 - Market share report
 - Sales analysis report
 - Strategy review report
 - Competitive pricing analysis report
 - Sales promotional efforts
 - Plans for the following month

Direct store marketing activities

1. Review store sales goals with store employees each month
2. Review the following marketing activities with store employees each month:
 - Sales call reports
 - Market share report
 - Sales analysis report
 - Strategy review report
 - Competitive pricing analysis report
 - Sales promotional efforts
 - Plans for the following month

Develop an annual sales and promotion program

1. Establish an advertising expense budget at the beginning of each year; review with and get manager's approval
2. Hold one major open house sale each year and at least one minor sale each year

Profitability and Sales

Profitability and sales involves establishing and achieving store profitability and sales goals, and increasing the store's market share through regular sales efforts.

Establish and achieve store profitability and sales goals

1. Establish and achieve the profitability and sales goals identified in the annual budget

Increase market share through regular sales efforts

1. Review sales reports monthly with store employees
2. Review daily reports with salespeople weekly and forward the reports to your supervisor
3. Submit sales call recap monthly to management
4. Ensure store staff has current tools to make successful sales presentations

Reporting

Reporting involves submitting all required operational reports to management within the time limits stated below.

1. Submit daily invoices and sales recaps to management daily with no errors or discrepancies
2. Turn in all product receipts and supporting materials to management daily
3. Submit monthly reports to management by the _____ of each month. Monthly reports should include the following:
 - Inventory recap
 - Sales promotion recap
 - Competitive retail market report: semi-annual
 - Employee performance recap
 - Facility and equipment maintenance recap
 - Review outstanding customer reports including credit, complaints, and requests

Purchasing

Purchasing involves purchasing products for resale.

1. Purchase products of quality that will result in a minimum of customer complaints
2. Ensure the cost of products will allow for competitive pricing while still meeting the cooperative's financial objectives
3. Make purchases from outside the cooperative system only if they provide a substantial financial advantage

Resale Pricing

Resale pricing involves establishing prices of products and services.

1. Set prices that are competitive with industry guidelines and local competitors
2. Set prices that allow the cooperative to meet sales and financial objectives

Inventory

Inventory involves managing inventory levels.

1. Develop and maintain a system for monitoring and controlling inventory levels that results in minimal shrinkage
2. Supervise checking of all in-shipments for accuracy against the delivery ticket, proper quantity, price as ordered, and quality
3. Strive to get _____ turns on commodities
4. Clear out obsolete inventories annually
5. Maintain a fiscal year-end inventory not to exceed _____% of sales
6. Resolve discrepancies in daily inventory report forms within _____ hours
7. Maintain inventories at levels to assure service with a minimum of delivery delays, yet maintain inventory turn goals

Service

Service involves providing and promoting the service necessary to meet the store's goals.

1. Ensure all items sold through the store are delivered and installed within _____ weeks of sale or receipt
2. Enforce regulations to ensure an even flow to accounts
3. Introduce new products and programs
4. Suggest and detail benefits and features of related products
5. Handle claims and complaints promptly
6. Supervise quality control to assure maintenance of product specifications
7. Ensure no customer has improperly installed or inefficiently maintained equipment
8. Ensure all services provided assist in achieving store profitability
9. Make arrangements ahead of time for coverage of duties in case of a planned absence, such as vacation, or an unplanned absence, such as illness
10. Lose no customers due to services provided by the store

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Maintain a clean and orderly store
4. Arrange seasonal displays
5. Lose no customer due to unsatisfactory equipment performance

Other Duties

The store manager will perform other duties as assigned by management and will enforce and uphold the cooperative's credit policy.

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current