



# ABC Home Goods

Job Description: Store Manager | Status: Exempt | Approval: VP Operations, 3/1/2012

## **POSITION SUMMARY**

(Concise and high level. Distinguishes the position from all others in the company.)

Responsible for developing, administering, and managing the day-to-day operations of a productive and profitable home goods store.

## **DUTIES, TASKS AND RESPONSIBILITIES**

(Organized into categories that have time allocations)

### **Sales and Profitability (25%)**

- Manage sales and “bottom-line” profits to the store P&L, including all store revenue and payroll per the direction of District Manager.
- Communicate, execute, and manage sales promotion activities, and upholds company standards for merchandise presentation guidelines, pricing and signage meets or exceeds company guidelines.
- Prepares and incorporates daily, weekly, and monthly sales goals and reports and follows through on related paperwork, including District Manager reporting.

### **Operations (20%)**

- Responsible for timely ordering, processing of incoming/outgoing shipments and maintenance of an organized, neat stockroom.
- Manage all store operational and inventory management issues.

### **Customer Service (20%)**

- Model exemplary customer service and ensure that associates also do.
- Resolve customer problems or complaints by determining optimal solutions. Involve District Manager where appropriate.

### **Team Leadership (20%)**

- Recruit, hire, manage and maintain a trained pool of associates per store plan agreed upon with District Manager.
- Plan and prepare work schedules and assign associates to specific duties.
- Maintain store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results. Perform associate performance evaluations and improvement plans. Encourage store associates to take ownership for their performance and career development plans; follow up on a regular basis.
- Provide a positive working environment and handle associate issues appropriately and in a timely manner.
- Takes efforts to minimize turnover. Communicate to higher level of management all concerns regarding harassments, violence, or low associate morale.
- Prepare for and hold all store management & store associate meetings.



### **Shrink & Loss Control (10%)**

- Protect company assets (products, property, customers, associates, etc.) through personal efforts and leadership of team.

### **Misc. (5%)**

- Perform additional duties, tasks, and responsibilities as the supervisor may, from time to time, deem necessary.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

## **BEHAVIORAL COMPETENCIES**

### **Core Competencies** (Expected of all employees at the company.)

- Demonstrates ABC Home Goods values.
- Driven for personal and company success.
- Delivers exemplary customer service internally and externally
- Acts with integrity. Demonstrates responsible, ethical, and honest behavior.
- Displays personal accountability.
- Fosters a collaborative environment.
- Demonstrates commitment to continuous improvement.

### **Position-specific Competencies** (Reflects the PRO)

- An eagle-eye for getting all the details right, from store appearance to reporting to meeting customer needs.
- Supports a family-type work environment for employees.
- Follows corporate-established routines for accomplishing all work
- Uses sound judgment in deferring volatile situations with employees or customers to district manager.

## **CRITICAL SKILLS & KNOWLEDGE**

(These can be taught)

- Basic computer skills
- Accurate typing and data entry
- Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, discount, and percent. Ability to understand and analyze financial data, including reading and analyzing a Profit & Loss Statement.
- Point of Service equipment and software, time and attendance equipment and software, AS-400 systems basics

## **PERFORMANCE MEASURES**

(These are what appear on annual appraisals, with specific annual goals)

- Gross sales compared to budgeted sales (as established by Corporate)
- Payroll budget compared to budget (as established by Corporate)



- Store's reflection of Corporate display, appearance and inventory standards
- Shrinkage compared to budget (as established by Corporate)
- Customer service level demonstrated by self and store employees internally and externally
- Demonstration of core and position-specific competencies
- Demonstration of critical skills and knowledge

### **WORKING CONDITIONS**

- Normal store environment.
- Heavy exposure to PC and phones.
- Periodic travel for training and/or to assist other stores.
- The noise level in the work environment is usually moderate.
- Occasionally exposed to new store construction and the environment of some debris, dust and dirt.
- Normal work week of 40-50 hours.

### **MINIMUM QUALIFICATIONS**

(These largely are focused on covering ADA disclosures)

- Education/Experience
- Associates Degree; or three to five years related management experience and/or training; or equivalent combination of education and experience.
- Language Skills
- Read and comprehend simple instructions, short correspondence, and memos.
- Write simple correspondence.
- Effectively present information in one-on-one and small group situations to customers, clients, and other associates of the organization.
- Communicate verbally and in writing with corporate along with any outside agencies while representing the company.

### **Reasoning Ability**

- Apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Deal with problems involving several concrete variables in a professional manner using good judgment.
- Conflict resolution as they arise both within the store and outside our area.

### **Physical Demands**

- Regularly required to stand; walk; use hands to finger, handle, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
- Regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



This job description in no way states or implies that these are the only activities to be performed by the associate occupying this position. Associates will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor.

APPROVALS:

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VP OF OPERATIONS

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DATE

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HUMAN RESOURCES

\_\_\_\_\_  
DATE