

LAND OF LINCOLN GOODWILL INDUSTRIES, INC.

JOB DESCRIPTION

JOB TITLE Store Manager	DEPARTMENT Retail
SUPERVISOR Sales Manager	CLASSIFICATION Exempt
DIVISION Retail	POSITIONS SUPERVISED Assistant Store Manager, Material Handler, Cashier / Sorter

I. POSITION CONCEPT

Manage retail store location, ensure smooth flow of operation and provide excellent customer service to achieve company financial goals. When applicable provide direct client services through innovation and compliance with required standards for all activities of assigned department and to promote, improve and support agency as a whole.

II. CORE REQUIREMENTS

- Promote service participant development.
- Commit to preserving a safe work environment by performing job duties and keeping work area clean and void of hazards.
- Actively participate in safety training.

III. ESSENTIAL JOB DUTIES

- Interview potential candidates for employment.
- Achieve established sales and expense budgets.
- Responsible for the direct supervision of all employees in the retail store including planning, assigning and directing work, conducting performance appraisals, coaching and counseling, making recommendations for disciplinary action and addressing complaints and resolving problems.
- Train retail employees and processing personnel in retail operations procedures and ensures that each employee receives mandatory training such as safety training and orientation.
- Schedules employees in a way that will achieve optimum customer service, merchandise display, store security and expense control.
- Ensures adequate staffing levels for the store, and that a minimum of one manager / assistant manager is on the premises at all times.
- Responsible for "color pulling" system.
- Manages quality control standards for processing and sales floor.
- Plans attractive merchandise displays that make effective use of sales area.
- Utilize register for customer transactions.
- Motivate staff and participants through praise and delegation.
- Hold store meetings, a minimum of once every 4 weeks.
- Maintains records of sales data, bank deposits and daily operational records, as required.
- Enforces sales policies and procedures and employee policies and procedures.
- Attend Retail Operations sales meetings and Goodwill functions such as Executive Updates.
- Maintains store premises in compliance with Agency Safety and housekeeping practices.
- Participates in review process, long range planning and budgeting.
- Ensures compliance with all Agency policies, procedures and safety standards throughout areas supervised and maintain same to meet CARF, DOL and other regulatory standards.
- Responsible for equal opportunity employment efforts.
- Ensures that rosters are completed daily.
- Other duties as assigned by supervisor.

IV. PERFORMANCE MEASUREMENT

- Evaluated annually.

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V. BASIC QUALIFICATIONS

- High School Diploma or general education degree with courses in Business or Marketing.
- Bachelor's degree in Business Management or related field preferred.
- Two years of retail experience in a management or supervisory capacity.
- Experience with training and supervision of shipping and receiving functions, stock duties and merchandising and cashiering and customer service at a retail location.
- Excellent leadership, written and oral communication and management skills.
- Ability to work independently while at the same time fostering strong team atmosphere and positive promotion of agency.
- Basic computer literacy – e-mail, internet and word processing is encouraged.

VI. TRAINING

Safety Training:

The person in this position will take safety training courses. Classes include OSHA mandated safety training and other classes pertinent to the position.

Other Training:

The person in this position will take classes as prescribed by the agency and state and federal laws.

VII. AMERICANS WITH DISABILITIES SPECIFICATIONS

Physical Demands:

Employee regularly required to use hands to fingers, handle, or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee frequently is required to stand, walk and stoop, kneel, crouch or crawl. The employee is occasionally required to sit, climb or balance. The employee must regularly lift and/or move up to 45 pounds.

Work Environment:

Employee will perform his/her daily tasks in a retail store environment and in a light industrial or warehouse setting. The employee occasionally works in outside weather conditions. The noise level in the work environment is moderate with light dust and dirt.

Personal Protective Equipment Required:

Gloves and protective eyewear (both optional unless specified by the job task).

Acknowledgement of Position:

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems necessary. I understand and accept the position.

Employee Name (Please Print) _____ Date _____

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____