

Store Manager

Title: Store Manager	FLSA Status: Exempt	Shift: As Assigned-Varies Weekends /Overtime may be necessary
Reports to: Assistant General Manager	Department: Store Operations	Employment Status: Full -Time
Supervisory Responsibilities: Yes	Location: Durham, NC	Date Created/Last Evaluated: January 2023

Summary

This position is responsible for providing leadership to a store team to ensure the profitable, effective and efficient operation of a designated Durham County ABC store. Position is accountable for all operational matters in store across all shifts. Responsibilities include maximizing the profitability of store operations through effective in-store merchandising of products, active customer assistance and efficient cost control. Responsibilities also include strictly enforcing ABC control standards for the sale of alcohol, maintaining effective controls for cash and inventory, establishing and maintaining safety and security processes and practices, maintaining records and ensuring the maintenance and upkeep of assigned facility and grounds. Two major expectations of this position are to lead staff in meeting all customer service and other performance goals both by example and through exemplary communication of expectations and feedback and to support Durham County ABC's mission, growth and progression as a member of the leadership team.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

- High school degree; GED
- Must be at least 21 years old
- Considerable experience in retail store management and supervision.
- Thorough understanding of the operational procedures of DCABC store management.
- Applicant must have been an Assistant Store Manager (ASM) with the Durham County ABC for a minimum of one (1) year.

Knowledge, Skills and Abilities

- Fluency in English is required; conversational proficiency in Spanish is considered a plus.
- Standard office equipment including computer software that includes the following: -Microsoft Office/Access/other Windows software
- Leadership ability to effectively and independently plan, lead, and direct and motivate staff members.
- Excellent ability to assist with multiple, concurrent priorities and easily adapt to constantly changing priorities at the same time keeping the work in process flowing as smoothly as possible to meet goals and timelines.
- Ability to maintain effective working relationships and establish the highest level of integrity with others to coordinate work in order to meet objectives and timelines.
- Strong interpersonal and communication skills (verbal and written) for working with a wide variety of people including Durham County ABC management, staff, and customers.

Supervisory Responsibilities

Yes, supervision of one to two Assistant manager(s) and two to four full time/ part time sales clerks. Performs under general supervision, with assigned duties that may require the exercise of judgment or choice among possible actions. Sometimes must act without clear precedents and must therefore hold concern for the consequences of action taken. The employee does not typically work in proximity to his supervisor and is expected to operate with a reasonable degree of independence in carrying out responsibilities. Employee is expected to keep his/her manager abreast of actions taken.

Essential Functions

Accountability for Financial, Sales, Customer Service and Other Performance Goals

- Manages all costs within span of control to positively impact profit & loss (P&L) performance while effectively operating store location to ensure that the control of alcohol sales is maintained.
- Supervises and is accountable for accurate accounting of all monies received and otherwise handled in store at all times. Ensure appropriate measures are in place to prevent theft. Always practices and enforces appropriate security and control measures with cash handling and sales reconciliations to discourage theft and counterfeit transactions.
- Informs staff of and holds staff accountable for adherence to all policies and procedures that govern store operations (e.g. price discrepancy policy, cash drawer over/under reporting, store opening/closing procedures, etc.)
- Leads staff in outstanding customer service skills by greeting customers and working with them to meet their unique shopping needs. Recognizes differences in customer styles and needs and adapts customer service approach appropriately. Ensures that all aspects of customer service are being provided by staff – greeting, assistance as needed, product knowledge sharing, and accurate check-out.
- Actively enhances the sales floor to increase product sales through the use of effective merchandising such as shelf arrangement, floor/end unit displays and other merchandising tools. Is knowledgeable of and adheres to Durham County ABC Shelf Maintenance Plan. Routinely and strategically selects products to creatively highlight in order to increase sales (e.g. slow moving items, new products, complementary items, special occasion, sale items, holiday displays, etc.) Changes product displays regularly to draw customer attention and increase sales opportunities.
- Demonstrates up-to-date expertise in product and industry knowledge and best practices. Actively researches new products and industry changes and creates methods to ensure that staff stays abreast. Ensures that in-store Product Knowledge Manual is kept up-to-date. Converses fluently with customers on products and targets product suggestions to fit the market “profile” of brands/products and ensures that staff does likewise.
- Demonstrates specialized knowledge of ABC laws and regulations. Strictly enforces processes and practices that ensure that store operates within all laws and ABC regulations at all times. Follows all laws, policies and procedures governing liquor-related issues (as applicable to ABC).
- Establishes and maintains effective safety and security measures at all times to protect staff, customers and assets.
- Ensures store operates in a manner that meets prescribed standards for staff conduct and handling of routine tasks and activities.

Leadership

- Demonstrate leadership as a member of the management team of DCABC by role modeling exemplary skills, knowledge, attitude and professional behavior in all matter and holding a positive attitude toward the organization. Respects the chain of command while also speaking up courageously and respectfully to offer the organization and its leaders insights and constructive opinions for improvement. Steps up to improve all matters within span of control. Makes decisions with the best interest of DCABC at the forefront at all times. Holds confidential matters private under all circumstances.
- Creates a vision and goals for assigned store and inspires staff to contribute individually toward the collective achievement of these goals
- Exemplifies effective adaptation to change and serves as a champion of positive change within the organization as well as in personal learning and development. Accepts responsibility for mistakes and learns from them. Effectively leads the implementation of changes to policies and procedures with assigned staff and with peers. Initiates and promotes continuous quality improvement efforts.
- Mentors Assistant Managers in their development to ensure that store operates consistently across varying shifts and to develop their management potential. Communicates with Assistant Managers on a regular basis. Mentors all store staff in their development.
- Communicates information from managers’ meetings and other communications to staff and ensures that all staff is aware of the ongoing developments of the organization.
- Establishes and maintains good working relationships with Assistant General Manager and the General Manager.

Supervision of Staff

- Supervises store staff which includes establishing work schedules, making work assignments, developing performance expectations, coaching and providing constructive feedback on a consistent and continuing basis and approving requests for leave. Develops all work schedules in advance to ensure that the store is adequately staffed to meet customer service needs at all times regardless of the manager’s presence.

- Ensures that employees receive all appropriate job orientation, training, coaching and feedback, equipment and supplies to do their job successfully (on time and according to specifications) on a daily basis. Resolves all employee work-related problems in a timely and effective manner. Refers employees to Human Resources for further information regarding non-work related problems such as legal, financial, marital problems.
- Establishes and discusses with all employees procedures to maintain high work standards and role models appropriate workplace behaviors. Develops, communicates and monitors performance expectations. Prepares and conducts annual performance appraisals. Prepares and administers disciplinary actions as needed. Documents both formal and informal performance management discussions and maintains confidentiality of discussions and records.
- Ensures staff displays positive customer service to customers, responds appropriately and professionally to inquiries, and handles complaints promptly to resolve problems effectively.
- Interprets company policy to all employees and enforces safety regulations. Confers with staff to discuss operational problems and explains procedural changes or practices. Recommends changes to policies and procedures to improve operations, improve customer service or enhance employee-management relations. Assesses policies, rules, and regulations in a variety of situations.

Inventory Control, Reporting and Record Keeping

- Supervises and participates in inventory receiving, stocking and counting. Prepares inventory orders in a timely fashion to ensure that store is always adequately stocked to meet customer demand. Ensures that shelves are adequately stocked to meet customer demand.
- Oversees and participates in inventory counts. Is accountable for discrepancies and works with Warehouse Manager to resolve variances.
- Maintains effective control measures at store level to prevent merchandise loss through breakage and theft. Reports product damage accurately via established procedures and in a timely manner.
- Maintains records of merchandise orders and receipts, physical inventories, sales receipts, funds on hand, and related matters. Accountable for maintaining all store records according to the established Record Retention Policy.
- Supervises the taking of physical inventories for the store and investigates discrepancies, maintaining thorough documentation of results.
- Ensures that all required reports (e.g. dropped sales log, part time schedules, etc.) are prepared on and turned in on timely basis.
- Prepares reports for the Assistant General Manager and General Manager as requested and provides regular, accurate and up to date reports on store operations.

Assists With Store Maintenance

- Cleans and neatens all interior areas, yard and parking lot as needed. Looks for clean-up activities during slow times and performs routine maintenance without reminders, supervision and follow-up. Performs needed clean-ups such as spills, soil tracks, etc. as soon as they occur. Reports areas needing specialized attention such as major cleaning, repairs, safety hazards, etc. to Store Manager.

Additional Responsibilities

- Performs other related duties as assigned by Assistant General Manager and/or General Manager.

Physical Demands

- See DCABC Physical Requirements sheet (attached)
- Minor facility clean up (interior/exterior) to ensure clean and neat appearance at all times

Work Environment

- The position works primarily in an air-conditioned business setting. From time to time, position may be required to work in/visit a warehouse and may be required to travel on occasion using one's personal vehicle. .

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

Acknowledgements and Approvals

Employee Signature	(Print Name)	Date
Manager Signature	(Print Name)	Date
General Manager Signature	(Print Name)	Date