

Job Title: <u>Assistant Store Manager</u>	Department: <u>Store Operations</u>
Reports To: <u>Store Manager</u>	Date: <u>November 2022</u>
FLSA Status: <u>Non - Exempt</u>	Work Schedule: <u>As Assigned - Varies</u>
	Weekends/ Overtime may be necessary.

Job Summary

This position is responsible for providing leadership to the store staff during assigned shifts in assistance to and at the direction of the Store Manager. Responsibilities include directing staff in the execution of duties, accurately accounting for all financial transactions, preparing all required reports, protecting Durham ABC inventory and assets, resolving customer and/or employee issues and assuring the maintenance and appearance of the facilities and grounds. A major expectation of this position is to act in the absence of the manager to maintain effective and efficient store operations and provide excellent customer service to Durham County ABC customers.

Job Duties and Responsibilities

A. Essential Functions

1. *Responsible for Supporting Financial, Sales, Customer Service and Other Performance Goals*

- Minimizes all costs to positively impact profit & loss (P&L) performance within span of control while effectively operating store location to ensure that the control of alcohol sales is maintained during assigned shift.
- Checks ID for minors and checks for customer intoxication. Accurately processes cash and credit transactions, including checking codes, prices and quantities. Safely and accurately handles cash, resulting in minimal cash differences and neat and accurate daily reports. Checks for counterfeit bills using marker pen. Correctly resolves errors at cash register, consulting with supervisor as necessary.
- Supervises and is accountable for accurate accounting of all monies received and otherwise handled in store during assigned shift. Uses standard processes and reports to close out shift and account for all credit card and cash transactions. Ensures appropriate measures are being followed to prevent theft. Always practices and enforces appropriate security and control measures with cash handling and sales reconciliations to discourage theft and counterfeit transactions.
- Adheres to all policies and procedures that govern store operations (e.g. price discrepancy policy, cash drawer over/under reporting, store opening/closing procedures, etc.) and ensures that all staff on shift does likewise.
- Leads staff during shift 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 on shift – greeting, assistance as needed, product knowledge sharing, accurate check-out, etc.
- Demonstrates up-to-date expertise in product and industry knowledge and best practices. Actively researches new products and industry changes and serves as role model to staff for product knowledge and continuous learning. 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 during assigned shift. Follows all laws, policies and procedures governing liquor-related issues (as applicable to ABC).

- Maintains effective safety and security measures at all times to protect staff, customers and assets during assigned shift.
- Ensures store operates in a manner that meets prescribed standards for staff conduct and handling of routine tasks and activities during assigned shift.

2. Leadership

- Provides leadership to staff during assigned shift by role modeling exemplary skills, knowledge, attitude and professional behavior in all matters 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.
- Leads staff during assigned shift in the effective operation of store including directing task assignments, resolving customer issues or referring them to Store Manager as appropriate, ensuring that all aspects of store operation run efficiently and effectively.
- 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.
- Mentors Store Clerks in their development during assigned shifts. Communicates with Store Manager on a regular basis to report on store operational matters during assigned shift.
- Provides accurate and up-to-date reports on store operations during quarterly Assistant Managers' meetings and communicates all information from the meetings to Store Manager and to store staff, as appropriate, in order to help ensure that all staff is aware of the ongoing developments of the organization.
- Establishes and maintains good working relationships with Store Manager, Operations Managers and the General Manager.

3. Supervision of Staff

- Supervises store staff during assigned shift which includes assigning work tasks, communicating and monitoring performance expectations and providing coaching and constructive feedback.
- Resolves immediate employee work-related problems in a timely and effective manner within span of control and refers all other matters to Store Manager for resolution.
- Maintains high work standards and role models appropriate workplace behaviors. Documents informal performance management discussions held with store staff, reports all such discussions to Store Manager. Refers disciplinary problems to Store Manager and assists in the resolution of problems as requested by Manager. Maintains confidentiality of discussions and records.
- Ensures that staff on shift provides positive customer service to customers, responds appropriately and professionally to inquiries, and handles complaints promptly to resolve problems effectively.
- Enforces safety regulations during assigned shift. Confers with Store Manager to discuss operational problems and learn about procedural changes or practices. Recommends changes to store procedures and organizational policies and procedures, as appropriate, to improve operations, improve customer service or enhance employee-management relations. Refers to policies, rules, and regulations for decision-making guidance in a variety of situations.

4. *Inventory Control, Reporting and Record Keeping*

- Supervises and participates in inventory receiving, stocking and counting during assigned shift per the Store Manager's guidelines. Monitors supplies and stock in storeroom and on shelves. Straightens items, rotates for spoilage prevention, replenishes shelves and informs supervisor of any problems noted. Handles merchandise in a safe, orderly manner and maintains neat and orderly storeroom stock and supplies. Keeps store neat and orderly during shift by tidying up and facing, fronting and dusting bottles per manager's guidelines.
- Ensures that shelves are adequately stocked during assigned shift to meet customer demand.
- Assists in organizing store for physical inventory count. Participates in inventory counts on a periodic basis and oversees process in the absence of the Store Manager.
- Upholds effective control measures at store level to prevent merchandise loss through breakage and theft during assigned shift. Reports product damage accurately via established procedures and in a timely manner.
- Ensures that all required reports (e.g. dropped sales log, part time schedules, cash drawer closing process documents, etc.) are prepared and turned in on timely basis for assigned shift.
- Prepares reports for the Store Manager, Operations Manager and General Manager as requested

5. *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.

B. Additional Responsibilities

Performs other related duties as assigned by the Store Manager.

C. Level of Supervision

Performs under the general supervision of manager with assigned duties that may require the exercise of judgment or choice among possible actions. Decisions are to be made and responsibilities executed within general guidelines established by supervisor and deviations from established guidelines may not be made without checking with the supervisor. Employee does not typically work in proximity to his/her 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.

D. Instruments, Tools, Machines or Equipment Used

Standard office equipment including computer software that includes the following:

-Microsoft Office/Access/other Windows based software

Cash register

Hand trucks, box cutters and other warehouse equipment

Personal vehicle to travel within the service area

Knowledge, Skills and Abilities

A. Minimum Learned Skills and Abilities Required

- Supervisory ability to effectively plan, lead, and direct staff members.
- 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.

B. Competencies

Core Competencies

Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products or services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Functional Technical Skills – Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

Leadership – Is able to set vision and direction for others and to communicate them effectively so that others can follow and see opportunities to contribute toward collective goals. Inspires others by helping them to recognize their individual significance in the attainment of organizational goals.

Ethics and Values - Adheres to an appropriate and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

Integrity and Trust – Is widely trusted; is seen as a direct; truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Other Competencies:

Action Oriented – Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes the opportunity; seizes more opportunities than others.

Approachability – Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower getting informal and incomplete information in time to do something about it.

Composure – Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Conflict Management – Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.

Timely Decision Making – Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.

Decision Quality – Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

Delegation - Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; lets direct reports and others finish their own work.

Directing Others – Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two way dialogue with others on work and results; brings out the best in people; is a clear communicator.

Managing Diversity – Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages, and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.

Informing - Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.

Interpersonal Savvy - Relates well to all kinds of people – up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and efficient relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.

Listening – Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

Motivating others - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.

Organizing – Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Perseverance – Pursues everything with energy, drive and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

Planning – Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

Priority Setting – Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

Drive for Results - Can be counted on to exceed goals successfully; is constantly and consistently one of the top performer; very bottom-line oriented; steadfast, pushes self and others for results.

Self development - Is personally committed to and actively works to continuously improve himself/herself; understands that different situations and levels may call for different skills and approaches; works to display strengths; works on compensating for weaknesses and limits.

Self knowledge – Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about short comings; looks forward to balanced (+’s and –’s) performance reviews and career discussions

Technical Learning - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry; company, product, or technical knowledge – like internet technology; does well in technical courses and seminars.

Time Management - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

C. Minimum Education Requirements

High school degree; GED.

D. Minimum Experience or Length of Time Required

Some experience in retail store management and supervision.

Thorough understanding of the operational procedures of DCABC store management.

E. Significant Physical Requirements for the Job

See DCABC Physical Requirements sheet (attached)

Minor facility clean up (interior/exterior) to ensure clean and neat appearance at all times

F. Work Environment and Working Conditions

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.

G. Organization Chart (Please attach the latest copy.)

Acknowledgements and Approvals

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