

**Name:** \_\_\_\_\_  
**Job Title:** Store Manager  
**Reports To:** District Manager / CEO  
**FLSA Status:** Non-exempt, Hourly, Full-time, plus Store net-profit bonus  
**Prepared Date:** \_\_\_\_\_

## Summary

Store managers make key decisions in many areas, from team hiring and development, to merchandising, to operations management, that will support our efforts in creating an amazing customer experience. Along with managing the retail store, you will be engaged in selling specific, related, or general lines of merchandise by performing the following duties personally or through subordinate supervisors and associates.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty 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.

## Essential Duties and Responsibilities

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.*

*Other duties may be required and assigned.*

- Recruit, develop, motivate and manage a high-performing team
- Plans and prepares work schedules and assigns associates to specific duties
- Formulates pricing policies on merchandise according to requirements for profitability of store operations
- Coordinates sales promotion activities and prepares, or directs workers preparing, merchandise displays
- Promote sales and maintain appearance of the store
- Develop, implement and monitor a store prospecting plan to increase sales
- Meet and exceed individual and team sales goals
- Execute the processes and procedures that ensure that the “back” of the store works as well as the “front” from a customer perspective
- Supervises associates engaged in sales work, taking of inventories, reconciling cash with sales receipts, keeping operating records, or preparing daily record of transactions, P&L to track and monitor sales, gross profit and units sold
- Performs work of subordinates as needed
- Maintain inventories at adequate levels, orders merchandise or prepares

- requisitions to replenish merchandise on hand
- Ensures compliance of associates with established security, sales, and recordkeeping procedures and practices
- Answers customer's complaints or inquiries
- Facilitate and participate in weekly staff training/educational sessions to increase knowledge, create high levels of motivation, and inspire team to achieve results
- Locks and secures store
- Special projects as assigned
- Other duties as assigned

### **Supervisory Responsibilities**

Manages one or more subordinate associates in a variety of duties. Is responsible for the overall direction, coordination, and evaluation of these associates. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training associates; planning, assigning, and directing work; appraising performance; rewarding and disciplining associates; addressing complaints and resolving problems.

### **Education and/or Experience Requirements & Preferences**

- Bachelor's degree or equivalent education in relation to Information Technology; or 2-3 years' experience in a supervisory role in relation to Information Technology **required**.
- Prior experience managing/supervising associates in an IT setting will be prioritized.
- Customer Service and Sales experience **required**.
- Certifications in: CompTIA, Apple Certified Macintosh Technician(ACMT), Microsoft Certified Solutions Expert(MCSE), Google IT Support Professional Certificate, **preferred**; applicants with this will be prioritized

### **Eligibility Requirements**

- Proof of eligibility to work in the USA
- Pass background check
- Possess a California Driver's License; provide a clean DMV record, proof of insurability, as this position does sometimes require driving.
- Must live within reasonable commuter distance.
- Available to work Saturdays

### **Compensation & Benefits:**

- Non-exempt, Hourly, Full-time, plus Store net-profit bonus
- Accrual of Paid Time Off, Paid Sick Leave
- Company covers a portion of Health and Dental

- 401K available

## **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. Strong oral and written communication skills, great listening skills and have patience. Ability to work successfully with a diverse group of internal and external customers, business professionals, vendors, and officials.

## **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, customer coupons, percentage discounts as needed.

## **Reasoning Ability**

Ability to apply common sense, understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **Computer Skills**

To perform this job successfully, an individual should have knowledge and good understanding of popular off the shelf programs including MS Suite, Google Suite, consumer financial programs, browser interface for email, remote connections. Have knowledge and good understanding of computer hardware parts and boot-up processes.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the associate is regularly required to talk or hear. The associate is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The associate is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The associate must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Must be able to sit for extended periods of time in vehicle in traffic due to service-call visits to customers.

## **Work Environment**

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the associate is occasionally exposed to moving mechanical parts, dust and other particles or materials found inside computers and/or accessories. The noise level in the work environment is usually mild to moderate.

Off-site places could include areas under construction, dust, bright or dimly lit, open to air and elements or in a small closed space, hot or cold.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

*Problem Solving* - Identify and resolve problems in a timely manner; Gathers and analyzes information skillfully; Develops, suggests, and provides alternative solutions; Works well within a group to problem solve; Uses reason even when dealing with emotional topics.

*Technical Skills* - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

*Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets or exceeds commitments; Builds relationships; Draws in new customer business.

*Planning/Organizing* – Strong organizational skills with attention to detail. Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

*Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

*Oral Communication* - Speaks clearly and persuasively in positive or negative situations; Listens first then asks for clarification; Repeats customers inquiries for understanding; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Answer phones and online requests clearly; Proper usage of terms in any situation; Utilizes written skills in to supplement.

*Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information; Able to extrapolate and understand data and identify its usage; Proper usage of email as a form of communication in addition to oral communication.

*Teamwork* - Balances team and individual responsibilities; Exhibits objectivity and openness to others'

views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above self-interest; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

*Business Acumen* - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

*Analytical* - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

*Design* - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

*Ethics* - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

*Organizational Support* - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

*Strategic Thinking* - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

*Judgement* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

*Motivation* - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

*Planning/Organizing* - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

*Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality* - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity* - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

*Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

*Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**I have read and understand the job requirements and description.**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_