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| **Title:** | **Assistant Manager** |
| **Reports to:** |  |
| **Supervises:** |  |
| **Classification:**  (fulltime,exempt) |  |
| **Location:** |  |
| **Pay range:** |  |

**Summary:** The primary responsibility of the Assistant Manager is to support the Store Manager in the management of the store. This includes sharing management responsibility of customer service and retail store operations, as well as providing input on hiring, employee performance, development, and compensation. The Assistant Manager acts in the role of Store Manager in their absence and manages daily store operation. In addition, the Assistant Manager has direct first line supervisory responsibility for either of the following functions and its associated full and part time personnel:

* Cashiers – Front end operations
* Warehouse – Receiving, yard and stock replenishment

Other responsibilities include customer service, on floor sales, employee management & training, maintaining store appearance and stock, merchandising, inventory flow & warehouse management and project management. The Assistant Manager must have exemplary customer engagement capability and possess leadership and communication skills that inspire action and promote teamwork and accountability.

To accomplish same - duties and responsibilities will include but are not limited to the following:

Duties and Responsibilities:

Assistant Manager

* Essential Duties
  + Manage the store in all instances when the Store Manager is not on the premises (days off, PTO, management meetings/training, competitive surveys, etc.
  + Supervisory responsibility for full & part-time cashier or warehouse personnel including hiring, scheduling, performance reviews and compensation recommendations
  + Provide input into hiring, performance management and performance and compensation reviews for other store employees not directly
  + Open, close and cash-out the store as scheduled
  + Manage, train, and motivate employees to consistently exceed goals and standards
  + Manage the front-end operations and cashiers so that customers are served appropriately, and transactions are managed to be accurate and minimize loss/shrinkage (if directly supervising this function and its associated personnel)
  + Manage the warehouse and warehouse personnel so that product is received, assembled (if necessary) and stocked promptly and correctly (if directly supervising this function and its associated personnel)
  + Utilize and train others in proper company floor sales techniques to contribute towards achieving store average transaction goals
  + Establish and maintain product and application knowledge to serve customers and train employees
  + Maintain a clean, organized, well-stocked and properly merchandised showroom (indoor & outdoor)
  + Assist in the planning and implementation of displays to stimulate sales
  + Assist in the development and execution of store events and promotions
  + Contribute ideas and thoughts regarding customer interests, product advertising and competition to management
  + Coordinate store transfers with other store Assistant Managers and Operations Manager
  + Receive invoices and process returns into the system in Receivers absence.
  + Maintain a clean and organized warehouse and yard
  + Assist in the execution of all inventory control activities to achieve all store loss and shrink goals
  + Assist in the management and implementation of seasonal changeovers and other projects
  + Communicate with management and store employees in a clear and organized manner such that all pertinent information is shared, and expectations are clearly formed, fully understood, and met
* For Stores with Live Pet Departments
  + Ensure that all animals in the store, including fish, reptiles, birds, and small mammals are treated humanely.  Directly oversee the Animal Care Supervisor to develop and monitor that the department is in accordance with state and local inspection requirements, record maintenance, proper habitat maintenance, ICU operations, veterinary interactions, team member education and working with customers to understand animal care guidelines
  + Planning, selecting, and purchasing live animals and goods based on current inventory, sales trends, customer needs, promotions, and seasonality.
* Goals
  + Work with Store Manager to implement training and actions that assure that store goals for sales, average transaction, payroll expense, mystery shop performance and inventory loss/shrink are met
  + Contribute ideas and thoughts that will improve the performance of the store
* Compliance
  + Abide by and promote an attitude of integrity and compliance with all company policies, procedures, and employee manual, especially as it applies to ethics and legal requirements
* Other
  + Perform other tasks as may be reasonably assigned

**Qualifications:**

* Skills and Abilities
  + A high level of enthusiasm for the business and personal energy
  + Enthusiasm for pet or garden center products and their use
  + Interpersonal and conversational skills conducive for customer engagement and sales
  + Able to plan, organize and implement multi-step and multi-person projects
  + Able to easily navigate and use POS systems and MS Office
  + People leadership skills that promote team, accountability and inspire loyalty
  + Clear and concise communication style that is relatable for all team members
  + Good organizational, time management and systemic follow-up skills
  + Works well in a team environment
  + Ability to work with a diverse staff
* Education & Experience
  + Bachelor’s degree preferred or compensatory retail experience
  + 5+ years of retail experience with retail management or keyholder experience preferred
* Travel
  + None except to other stores

**Acknowledgement:**

I have read the attached job description and fully understand the duties and responsibilities expected of me as an Assistant Manager. In addition, I understand that this job description does not constitute a contract of any kind.

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