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

**Summary:**

The Store Manager manages all aspects of customer service and retail store operations to achieve store goals. The Store Manager must be able to execute all duties associated with daily store operation. The Store Manager has direct first-line supervisory responsibility for the store management team. Store Managers are responsible for recruiting, hiring, training and performance management for their store Team Members.

Store Managers are responsible for all the key financial, sales and productivity metrics for their stores. They generate store staffing schedules, direct merchandising and customer service and sales efforts to best achieve these objectives. In addition, overall building, and asset management, including making recommendations for maintenance and improvement, is included in the Store Managers’ responsibilities.

The Store Manager position can occasionally be a working manager role meaning that it involves both management and individual contributor responsibilities. Responsibilities include customer service, on floor sales, Team Member recruiting, management, and training, maintaining store appearance and stock, merchandising, inventory flow & warehouse management and project management. The Store Manager must have exemplary customer engagement capability and possess leadership and communication skills that inspire action and promote teamwork and accountability.

**The duties and responsibilities of the Store Manager will include but are not limited to the following:**

* Essential Duties - Management
  + Be knowledgeable of store key financial, sales and productivity metrics and direct store operations and customer service to achieve of store goals and budgets
  + Provide management reports and commentary regarding store performance relative to store goals as requested
  + Generate store staffing schedules in line with store coverage and productivity guidelines
  + Recruit, interview, and hire new Team Members
  + Provide and execute for timely and effective new Team Members
  + Generate a store personnel training and development plan and manage training in accordance with that plan (in addition to new Team Member orientation and onboard training)
  + Manage Team Member performance including reviews and compensation recommendations
  + Regularly assess building, site and asset condition and make recommendations regarding maintenance and improvement. Manage those maintenance and/or improvement projects as directed by the Area Manager
  + Oversee the Assistant Manager’s supervision of the Warehouse personnel and their responsibilities
  + Develop store management staff so that they will be on track for eventual advancement in the company
* Essential Duties - Operations
  + Engage and serve customers in the Smithland manner which is always to be sincere and knowledgeable
  + Utilize and train others in proper Smithland floor sales techniques to contribute towards achieving store average transaction goals
  + Open, close and cash-out the store as scheduled
  + Manage the Daily Huddle Plan for communications, Team Member engagement, and team building to foster Smithland Legendary Customer Service
  + Manage, train, and motivate Team Members to consistently exceed goals and standards
  + Establish and maintain product and application knowledge to serve customers and train Team Members
  + 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
  + Assure the execution of all inventory control activities to achieve all store loss and shrink goals
  + Manage the implementation of seasonal changeovers and other projects
  + Communicate with Store Assistant Manager and Team Members in a clear and organized manner such that all pertinent information is shared, and expectations are clearly formed, fully understood, and met
* Goals
  + 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 organizational 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 pets and pet owners
  + 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 plain-spoken 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
* 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 a Retail Team Member. In addition, I understand that this job description does not constitute a contract of any kind.

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| Team Member Signature |  | Date |