

J. C. Licht – EPCO

Job Description

Position: Assistant Store Manager

Date: May 1, 2009

Reports To: Store Manager

Summary:

The basic function of the Assistant Store Manager is to assist the Store Manager in the operation and profitability of his or her store, including, but not limited to:

- Store Operations
- Human Resources
- Financial Management
- Marketing/Sales

Store Operations:

- Assist the Store Manager in maintaining the store's appropriate inventory levels to ensure that it meets customer needs and is aligned with budget.
- Ensure that customer's needs and expectations are met on a consistent basis.
- Ensure that the physical appearance of the store is maintained and that all equipment is in excellent working condition.
- Assist the Store Manager in controlling inventory losses through proper controls and notations.
- Assisting the Store Manager in controlling expenses.
- Ensure that the store is properly opened and closed in accordance with company policy.
- Complete all regularly scheduled reports in a timely manner.
- Assist the Store Manager in resolving customer issues in a proper and efficient manner.
- Assist the Store Manager in the process of checking in (verifying) inventory received from vendors or Stores. This includes the process of receiving Purchase Orders and Transfers into the system.

Human Resources:

- Assist the Store Manager with any recruitment, selection, and hiring of store personnel.
- Ensure that all store employees have a working knowledge of various products. When necessary, assist in developing training programs.
- Must ensure employees deliver excellent customer service to our patrons.
- Encourage a viable team-oriented working environment through good communication.
- In collaboration with the Store Manager, ensure that the store complies with all federal/state regulations and company policies including, but not limited to: ADA, EEOC, Workers Compensation – Wage & Hour, Sexual Harassment, etc.

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Financial Management:

- Provide any necessary support to the Store Manager with the business plan and budgets.
- Assist the Store Manager in monitoring accounts payable, accounts receivable and banking procedures. Resolve problems as necessary.
- Understand and utilize various business reports to identify sales, gross margin and expense control opportunities.
- Maintain a complete understanding of the company's purchasing policies and procedures.
- Assist the Store Manager in ensuring that commercial accounts are properly set up and administered.

Marketing/Sales:

- Provide support to the Store Manager with the coordination of the sales efforts associated with the store.
- Assist the Store Manager in the development and deployment of local marketing strategies.
- Assist the Store Manager in the attainment of the budgeting sales forecast through effective marketing of products in the store.
- Provide support in the development of new accounts and increase sales of current accounts through a targeted sales initiative.

Qualifications:

- Requires a two-or four-year college degree or equivalent work experience.
- Strong interpersonal and communication skills.
- Minimum of 2 years retail experience, preferably industry related.
- Background in finance or sales preferable.

Working Conditions:

- Job involves a wide variety of tasks including bending, lifting, and sitting. Individual must be able to lift at least 50 pounds.
- Individual will be required to work a minimum of 50 hours per week.

Final Note:

This is a summary of some of the roles and responsibilities associated with the position of Assistant Store Manager. However, other tasks do exist, and the Assistant Store Manager will be responsible for performing those duties as well.