



Job Title: Store Manager
Prepared Date: 02/10/09
Pay Grade Level: Salary (Class II Employee)
Department: Zoomerz Inc.
Reports To: Area Supervisor

Main Duties:

A Zoomerz Manager provides customer service and satisfaction. Promotes products and services. Trains new employees. Responsibly handles and accounts for money and merchandise. Keeps work area and store neat, clean and attractive. Stocks and maintains merchandise. Exercises and promotes safety at all times. Handles orders and deliveries. All Managers are required to work at least 50 hours per week. Must report to work every Monday thru Friday unless approved by Supervisor or Vice President of Operations. Authorization is required to leave early.

Specific Responsibilities:

Customer Service-

- Greet customers promptly with a courteous "Hello".
- Listen carefully to the customer.
- Give the service that the customer requests.
- Talk cheerfully with the customers and co-workers.
- Demonstrate knowledge of job and products.
- Always keep a clean and neat appearance.
- Wear proper uniform daily.
- Sincerely thank the customer for his/her business.
- Invite the customer to come back again.
- Able to effectively handle customer complaints.

Promoting Products and Services-

- Tell the customers about any specials and or sales.
- Suggest additional items to customers.
- Direct customers to any items they cannot find.
- Must maintain and change all promotional signage as needed.

Handling and Accounting for Cash-

- Ring up sales accurately.
 - Give the customer the correct subtotal amount.
 - Receive cash, check, or credit payment correctly.
 - Count back any change correctly.
 - Make safe drops promptly and accurately.
- Correctly receive and count any merchandise deliveries.
 - Counting, depositing and reporting daily cash deposits.

Image and Housekeeping-

- Keep immediate work area neat and clean at all times.
 - Pick up any trash in or around the store.
 - Face, front and clean merchandise and shelves when not attending to customers.
 - Clean doors, coolers, and food cases.
 - Empty trash receptacles.
 - Clean and stock restrooms.
 - Help clean any other unsightly areas.
 - Perform routine light maintenance on equipment.
 - Perform daily property walks around store perimeter.

Stock and Maintain Merchandise-

- Maintain stock on shelves.
- Set up product displays.
 - Post promotional signs/advertisements.
 - Keep coolers well stocked and organized.
 - Check and report back stock inventories.
 - Order merchandise and or supplies needed to maintain daily operations.

Safety/Security-

- Know and follow vendor check-in procedures.
- Know and follow alcohol and tobacco sales laws.
 - Clean up any gasoline or other spills immediately.
 - Report any potential hazards
 - See that customers and others are following proper safety rules.

Know and follow robbery and drive-off procedures.
Know and follow emergency and fire procedures.
Know and adhere to all safety policies and procedures.
Maintain the overall safety of all customers, vendors, employees, etc...

Other-

Train new employees entering the cashier/associate position, training cashier, assistant manager, and manager trainee positions.

Employees may be assigned any other miscellaneous duties by the area supervisor or the Vice President of Retail.

Knowledgeable of all safety reports (injury, incident, etc...) and procedures.

Customer Expectations-

Greet every customer as they enter the store.
Remember customers habits
Give correct directions
Talk with customers.
Suggest Items.
SMILE!
Have a pleasant attitude.
Individualize customer service.
Thank the customer.
Invite the customer to return.
Know your store.
Accompany customer to items (if time permits).

SUPERVISORY RESPONSIBILITIES

The ability to effectively train others in the job responsibilities and procedures of a Zoomerz cashier/associate, training cashier, assistant manager, and manager trainee. Responsible for day to day procedures of store operations. This position has the authority to take all types of employee actions (disciplinary, hiring, firing, etc...)

EXPERIENCE

Must have upheld all of the responsibilities of a manager trainee or equivalent experience. Must be capable of managing a Zoomerz convenience store with little supervision.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must be capable of communicating with others in a professional manner (without showing aggression, gross superiority, and/or devaluing others).

MATHEMATICAL SKILLS

Ability to add and subtract. Ability to correctly count back change and verify cash drawer amounts. Maintain and balance cash throughout the shift. Balance daily pay point and day reports. Correctly count large amount of cash and deposit at a specified bank. Be able to balance and report inventory amounts (cigarettes, lottery, cash, etc...)

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems. Ability to discover and correct mistakes made by others. Must possess the skills to solve everyday problems with little supervision.

OTHER SKILLS AND ABILITIES

Ability to get along with others. Displays a positive attitude. Presents a professional image as an employee. Able to train others with positive reinforcement while maintaining patience and professionalism. Must have some basic computer skills.

CERTIFICATES, LICENSES, REGISTRATIONS

If you are in the Hamblen county area you must have an active and valid TIPS card. Must have attended or be in the process of attending all level class training sessions. Must be approved by the Vice President of Retail.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to stand for long periods of time; use hands to handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to climb or balance and stoop, kneel, bend at the waist or crouch. The employee must regularly lift and/or move up to 25 pounds, occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Color vision is not a specific requirement, however, for safety reasons; the employee should make management aware if the ability to distinguish color is limited.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee 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 employee is occasionally exposed to fumes, airborne particles and outside weather conditions. Inside the employee work environment condition includes cold temperatures (inside coolers or freezers).