

# Assistant Store Manager Job Description

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## **Reports to Store Manager**

**Shift: Varies**

## **POSITION SUMMARY**

The primary responsibility for all positions with **The Helpful Hardware Company** is to *Amaze Every Customer Every Time* and uphold the Core Values as determined by the management team. Assistant Store Managers position is responsible for the complete day-to-day operation of the store in the absence of the Store Manager. Assistant Store Managers are responsible for maximizing store sales and profitability, along with minimizing expenses while ensuring that the store is optimally stocked and merchandised. An Assistant Store Manager contributes to the growth and development of the management team and store associates.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES (assist in all of the following):**

### **SALES AND OPERATIONS**

- Hire, train and develop store staff with goals for growth and success in their positions, provide ongoing performance feedback, and recognize accomplishments.
- Review all store evaluations with store management team and staff to identify opportunity areas and correct all issues with a sense of urgency.
- Coordinate the overall supervision of staff to ensure sales performance goals are met and company procedures are followed accurately.
- Delegate workload among associates to meet merchandising and visual presentation standards
- Participate in associate evaluations as per company standards in order to provide feedback for improvement, praise and recognition, and growth opportunities.
- Complete merchandising updates according to **The Helpful Hardware Company** standards
- Work with vendors to develop merchandising strategies for products and have them assist with their plan-o-gram and updates.
- Forecast scheduling needs to meet customer demand and create work schedules.
- Monitor payroll to ensure compliance with established budgets and take corrective measures, as necessary.
- Review staffing needs, strengths and opportunities with Store Manager, HR/Ops Directors prior to additions, promotions, or terminations
- Develop and implement an in-store marketing strategy including promotions, events, and seasonal merchandising based on store needs.

### **CUSTOMER SERVICE**

- Promote Customer Service as the #1 Priority. This must be accomplished on a daily basis through observing, monitoring and coaching associate's performance and interactions on the sales floor.

- Regularly promote and teach “Amaze Every Customer Every Time” while leading by example and coaching.
- Use huddles, communication boards, and store meetings as the means to communicate the store’s performance, and educate, engage, and motivate the team.
- Drive customer satisfaction by ensuring that all customers are acknowledged, customer needs are met, and concerns are resolved quickly.
- Review all customer service measurement reports (e.g., Mystery Shop, Customer Engagement Survey, etc.), and work with the team to identify opportunities in an effort to sustain or improve overall service levels.
- Document at least one (1) Observation per associate monthly and provide coaching in order to ensure consistency of service to all customers.

### **INVENTORY**

- Maintain accurate inventory at all stages through on-hand integrity, daily receiving and transfers, store communication, product mix and flow, and adhering to (Company Name) best practices, metrics, and deadlines.
- Utilize available inventory reports to reduce shrinkage, maintain appropriate stock levels and maximize inventory accuracy.

### **COACHING AND TRAINING**

- Work on your professional development through leadership training opportunities (self-directed learning, local business events, Ace learning and industry events, etc.)
- Identify appropriate training for store associates and oversee all training requirements for all associates (e.g., New-Hire orientation, on-the-job training, vendor training, etc.)

### **SAFETY, COMPLIANCE AND STORE ENVIRONMENT**

- Enforce safety policies and procedures and serve as role model for safety.
- Enforce store environment procedures to ensure and maintain the best store appearance.
- Conduct preventative safety and fire inspections and take appropriate actions to correct all issues.

### **POSITION REQUIREMENTS**

- High School Diploma or General Education Degree (GED); or an equivalent combination of education and experience. Bachelor’s degree preferred.
- Minimum of 1 year of leadership experience in a retail or customer service setting

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have good verbal and written communication skills.
- Ability to provide motivation and leadership to associates storewide in a fair and impartial manner.
- High degree of analytical skills, and the ability to delegate and be self-directed.
- Excellent written and verbal communication skills

- Strong organizational, time management, and project management skills
- Technically skilled in basic retail computer systems including related software.
- Develop and maintain client relationships and strategic partnerships.
- Dress according to company policy
- Bilingual (Spanish) verbal and written communication skills strongly preferred.
- Possess a valid in-state driver's license with an acceptable driving record in accordance with company's insurance carrier's standards.

### **PHYSICAL REQUIREMENTS**

The minimum physical requirements for this position include:

- Ability to stand for an extended period of time, walk, reach, and bend to perform job duties.
- Move and handle merchandise up to 40 pounds, and fixtures throughout the store, which entails lifting and performing all functions as set forth.

Job responsibilities may change based on the needs of the business.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those 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 occasionally works near moving mechanical parts. The associate may work near outside weather conditions. The noise level in the work environment is usually moderate.