

## The Helpful Hardware Company

### District Manager (DM) Job Description

General Summary the District Manager (DM) is responsible for overseeing and providing leadership of a group of Store Managers who are responsible for sales growth and profitability, customer satisfaction, merchandising standards, recruitment, training and development of staff and operations. The DM position requires strong delegation, leadership, and operational skills to effectively manage high volume performance.

#### Essential Duties & Responsibilities

Customer Service • Maintain a superior level of customer service at all times by ensuring the execution of the company operational standards for AMAZING service. • The DM will lead people to ensure superior customer experience consistently through regular training, assessment, coaching and follow up within the district. • Ensure the training of customer service skills to all store associates. • Ensure implementation of all merchandising standards, promotions, and overall cleanliness and organization of the sales floor and back room in each store.

Store Operations • Oversee the execution and implementation of The Helpful Hardware Company ACE Marketing and Merchandising plans at the store level. • Deliver the required level of execution by supporting company strategic plans and programs i.e. growing our B2B business by being fully aligned and engaged in the company's strategic vision for this department. • Provide leadership and insight when working with the Store Support on store operations and key initiatives. • Lead merchandising localization within each market/store they oversee. • Ensure stores execute processes and policies according to company operating procedures. • Ensure store management team understands and adheres to the proper inventory receiving guidelines. • Demonstrate thorough understanding of internal audit process and comply with those operating standards as reviewed. • Promote a safe work environment and ensure that all safety issues are documented, and safety policies and procedures are followed and practiced. • Teach, coach, and train team members to drive change and execute process improvements across the district.

Financials • Develop store and district budgets and forecasts to maximize sales and control expenses. • Create and execute strategies to maximize district sales including the identification for localized inventory to drive sales. • Meet or exceed expectations for the district in sales, margins, payroll, shrink, and overall profitability, etc.

Leadership • Hire, develop, and retain high quality management staff for all stores. • Hire, develop, and retain high quality management staff for all stores. • Set annual goals, administer performance reviews, and develop/lead all direct reports. • Train, develop and provide ongoing feedback and coaching on requirements such as: product knowledge, selling skills, visual merchandising, and delivering a superior customer experience. • Create a culture and environment in the district that includes a strong drive for results, acceptance of ownership and total store accountability. • Encourage, solicit, and react appropriately to suggestions, ideas, and opinions of associates and inspire associate engagement. • Provide regular feedback to the district management team through verbal and written accounts of coaching and counseling. • Effectively deal with conflict and address problematic situations as they arise with corrective actions and Performance Improvement Plans.

Other Essential Requirements Ability to exhibit and incorporate our Core Values into daily decisions and interactions with others:

- o SERVICE – Amaze our customers, our associates and our communities by delivering on our helpful promise.
- o PASSION – Showing our love for the work we do, our customers, and our associates.
- o RESPECT – The humble appreciation that every person is unique and valued.
- o INTEGRITY – An authentic commitment to moral and ethical behavior.
- o TEAMWORK – Together we can achieve extraordinary things.
- o EXCELLENCE– A disciplined approach to achieve outstanding results through continuous improvement in conjunction with the company HIS Philosophy.

Minimum Skills, Requirements and Qualifications

- Bachelor’s Degree desired, or equivalent work experience.
- Working knowledge of computers and Microsoft suite of programs
- Experience in a retail, product services or related environment required.
- Experience in multi-unit field management leadership required.
- Effectively manage multiple priorities simultaneously.
- Possess excellent communication skills, both oral and written.
- Ability to travel as required within the district and region.
- Ability to relocate, if required