
STORE MANAGER

REPORTS TO: District Manager and/or AVP - Operations

FLSA STATUS: Exempt

DEPARTMENT:

**ESSENTIAL DUTIES &
RESPONSIBILITIES:**

Personnel Management

- Assist in the recruiting and hiring of Customer Service Representatives.
- Complete New Hire Packet on every new employee prior working.
- Communicate and document store-level employee terminations with prior approval from the District Manager and Director of Human Resources.
- Complete job performance reviews on CSRs.
- Coordinate staffing and complete weekly work schedule.
- Manage store payroll budget hours.
- With District Manager's input; counsel and discipline employees when necessary using Company forms.
- Complete payroll procedures in an accurate and timely manner.
- Motivate, encourage, and challenge store-level personnel.

Store Operations

- Implement and enforce daily store operating policies and procedures.
 - Monitor daily competitor retail gasoline prices by driving the market and maintaining communication with District Manager, AVP of Operations and Price Book Manager.
 - Review and complete daily store paperwork and computer entry timely.
 - Maintain quality Store Image Standards as measured by Store Evaluations.
 - Monitor cash over/short, inventory shrinkage, bad debt, and drive-offs daily.
 - Conduct monthly store-level meetings.
 - Review Store Evaluations with all CSRs.
 - Perform CSR duties on a regular basis.
 - Communicate customer and product complaints to the AVP of Operations.
 - Review monthly store sales, margins, and direct operating expenses with District Manager and/or AVP of Operations.
 - Assist District Manager in maintaining store direct operating expenses within budget (i.e. salaries, supplies, utilities, phone, etc.).
 - Monitor store-level supply and maintenance expenses.
 - Assist District Manager in reviewing inventory audits with CSRs.
 - Understand all of Information Technology's (IT) systems daily responsibilities and the daily reporting.
 - Ensure all IT policies and procedures relating to store level computer systems are followed.
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**ESSENTIAL DUTIES &
RESPONSIBILITIES
(CON'T):**

Marketing & Merchandising

- Assist Marketing Department in implementing programs to achieve merchandise sales and profit margin objectives.
- Implement monthly and other periodic product promotions, insuring that all store-level POS advertising/signage is properly posted.
- Properly communicate all merchandise product additions, deletions and/or price change requests to the Director of Marketing and Merchandising
- Monitor retail prices to verify uniform pricing set by Marketing Department.
- Properly communicate any problems with merchandise product prices to the Price Book Manager in a timely manner.
- Provide support to Marketing Department with store and cooler resets.
- Implement and enforce merchandising policies and procedures.

Safety & Security

- Regularly check cameras, VCRs, monitor(s) to ensure proper working condition. Replace VCR tapes monthly, clean filters and heads weekly.
- Ensure strict compliance with all safety and security policies and procedures.
- Conduct and report regular Safety and Security meetings.
- Process all store level Accident & Injury reports in a timely manner.

EDUCATION/EXPERIENCE: High school degree and a 1 year retail experience

SUPERVISORY RESP.: ***Directly***

- Assistant Managers
- CSRs

PHYSICAL DEMANDS: While performing the duties of this job the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stoop, kneel, crouch, or crawl. The employee is occasionally required to sit; climb or balance; and taste or smell. The employee is occasionally required to work in areas with significant temperature differences. The employee is regularly required to lift up to 10 pounds. The employee is frequently required to lift up to 25 pounds. The vision requirements include: peripheral vision and ability to adjust focus.
