



ASSISTANT STORE MANAGER JOB DESCRIPTION

Scope of Responsibilities:

The Assistant Store Manager is a non-exempt employee who reports to a Store Manager in maintenance and operation of a Company-owned retail facility in a safe, customer focused and profitable manner.

Minimum Qualifications:

The minimum qualifications for an Assistant Manager are:

- High School diploma or GED preferred
- Experience in retail sales preferred
- Ability to work with the equipment, tools and materials listed in the CSR and Lead CSR job description
- Ability to perform the mental/physical functions listed in the CSR and Lead CSR job description
- Ability to perform the essential duties listed in the CSR and Lead CSR job description
- Ability to substitute for the Store Manager when he/she is unavailable (i.e. vacation)
- Ability to work as scheduled and arrive on time
- A valid driver's license
- Ability to perform the essential duties and responsibilities and work in the conditions described below
- Ability to communicate (orally and in writing) in English
- Ability to work alone whenever necessary

Job Requirements:

Note: The list below has some of the essential duties, responsibilities and functions of the Assistant Manager position and the minimum mental/physical requirements.

Essential Duties/Responsibilities:

- Understand and support store operations, policies and procedures
- Performs and trains all duties of the Customer Service Representative and Lead Customer Service Representative positions
- Provides training assistance to new Customer Service Representatives and Lead Customer Service Representatives
- Prepares and transmits the daily bookkeeping, invoicing and gasoline data as required
- Ability to complete daily banking
- Troubleshoots daily close out and shift sales analysis

- Provides prompt, courteous customer service and professionally resolves customer issues
- Distinguishes between acceptable and unacceptable employment applications, making recommendation for applicant interviews
- Conducts performance and disciplinary discussions in Store Manager's absence
- Assumes Store Manager responsibilities when needed
- Assist the Store Manager with shift coverage in the event there are no other employees available to work
- Develops employee work schedules
- Ability to finalize, transmit and process weekly time and attendance records and payroll
- Performs other duties as assigned by the Store Manager

Physical Functions

- Ability to stand and/or walk for an entire shift.
- Ability to occasionally lift and/or carry up to 30 pounds from ground to overhead up to 30 minutes of workday (i.e., assisting in stocking/maintaining inventory levels) with appropriate safety equipment
- Ability to occasionally lift and/or carry up to 60 pounds from ground to waist level as needed (i.e., to replenish fountain syrups)
- Ability to occasionally lift and/or carry up to 50 pounds from ground to waist level up to 30 minutes of workday (i.e., stocking/maintaining inventory)
- Ability to occasionally push and pull with arms up to a force of 20 pounds (i.e., utilizing a hand-truck)
- Ability to occasionally bend at waist with some twisting up to one hour of workday
- Ability to occasionally grasp, reach and manipulate objects with hands up. (This work requires eye-hand coordination, and may require bilateral coordination of hands up to 4 hours of workday.)
- Ability to occasionally climb a ladder to store or retrieve materials, and/or place or remove signs

The job requirements list is not a complete description of responsibilities, but the list reflects the general qualifications, duties and/or responsibilities necessary to perform this position. The Company reserves the right to revise the job description when circumstances are necessary for reasons like, but not limited to, new systems, technical developments, emergencies, workload and/or personnel changes.