



STORE MANAGER JOB DESCRIPTION

Scope of Responsibilities:

The Store Manager reports to the District Manager and is responsible for maintaining and operating a Company-owned retail facility in a safe, customer focused and profitable manner.

Minimum Qualifications:

The minimum qualifications for a Store Manager are:

- High School diploma or GED preferred
- Experience in retail sales required
- Experience to perform the essential duties and responsibilities described below
- Ability to supervise and train for the use of equipment, tools and materials listed in the Customer Service Representative (CSR) and Assistant Store Manager job descriptions
- Ability to manage the functions listed in the CSR and ASM job descriptions
- Ability to use a computer to complete and analyze reports, manage inventory and control cash
- Maintain a valid driver's license and adequate transportation
- Ability to communicate (orally and in writing) in English
- Understand breakeven cents per gallon and drivers to improve performance
- Able to motivate and empower workforce
- Strong customer focus
- Excellent interpersonal communication skills
- Full understanding of competitive relationships and market drivers
- Strong merchandising skills
- Understanding of company policies/procedures and image requirements
- Full understanding of company merchandising practices/procedures

Job Requirements:

Note: The list below has some of the essential duties, responsibilities and functions of the Store Manager position and the minimum mental/physical requirements. This job description lists the essential duties, minimum qualifications and responsibilities and also incorporates the duties and physical requirements of all other positions in the store as necessary to provide back up or fill in.

Essential Duties/Responsibilities:

- Understand and support store operations, policies and procedures

- Perform environmental and safety audits and comply with governmental regulations
- Provide timely light oil and convenience product surveys
- Manage sales and expenses to optimize results
- Prepare and/or oversee preparation of necessary reports and paperwork
- Maintain ConocoPhillips image standards
- Maintain staffing levels consistent with business needs to ensure excellent customer service (Includes assisting with recruiting, hiring and training employees)
- Ensure adequate shift coverage which may require the Store Manager to cover shifts in the event there are no other employees available to work
- Prepare on-going and timely performance appraisals on-line for District Manager approval for all employees, providing proper performance based feedback
- Ensure that all weekly time and attendance records and payroll are finalized, transmitted and processed
- Develop assistant managers to store manager readiness
- Maintain effective, professional relationships with subordinates, vendors and service providers
- Communicate up and down to ensure proper flow of information
- Support company maintenance standards to optimize asset life
- Enforce company and governmental regulations with regard to age restricted sales
- Ensure that all required employment related posters and signs are in a place that is easily accessible to all employees
- Manage and assign tasks appropriately to ensure the stores are clean, adequately stocked, organized, well kept and priced correctly
- Resolve customer complaints in a timely and professional manner
- Promote safe, positive public image within the neighboring community
- Establish periodic on-going communication meetings with all store employees and the District Manager
- Analyze daily sales and expense information and perform all other financial analysis to maximize sales and net profits
- Safe guard and account for all money received and disbursed and be responsible for all banking requirements

Leadership Criteria:

- Accepts ownership, is accountable and delivers on commitments
- Encourages teamwork
- Supports company values with regard to SPIRIT (Safety, People, Integrity, Responsibility, Innovation and Teamwork)
- Ability to develop people
- Able to work with minimum direction and supervision

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.