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Assistant Manager

JOB DESCRIPTION

Supervisor: **Store Manager** Status: **Full Time, FLSA Non-Exempt** Revised: **October 2020**

Job Summary

Assistant managers are expected to maintain a positive representation of Anytown Hardware by providing an outstanding customer service experience consistent with company values. The main task of assistant managers is to assist the store manager

in overseeing an efficient, motivated and productive sales team. Assistant managers should continually expand their knowledge of the retail industry and leadership. Their job will include, but is not limited to, the following responsibilities.

Responsibilities

- Provide excellent customer service by assisting customers, both in person and on the phone, answering their questions, helping them find merchandise and suggesting add-on sales that will help them complete their project. This may also include processing special orders.
- Assist the store manager in opening and closing the store.
- Foster teamwork among the staff. Encourage the team to meet high standards of customer service and contribute to the overall success of the business.
- Assist in taking regular inventory of stock.
- Immediately respond to customer complaints and resolve as best as possible.
- Manage store operations and staff in the store manager's absence.
- Ensure compliance with all store policies and safety standards.
- Assist in merchandising the store, including setting planograms, endcaps, power aisle displays and other merchandising.
- Help maintain signage, including putting up and taking down promotional signage.
- Participate in ordering inventory and pricing.
- Train and monitor training of sales associates and cashiers.
- Help store staff with daily tasks as needed.
- Be vigilant to identify shoplifters and other types of theft. Respond with appropriate action, according to store policy.
- Attend and occasionally lead staff meetings.
- Maintain an awareness of market trends and surrounding competition.
- Be able to suggest and initiate change to improve business processes and operations.

Qualifications

- Outstanding customer service skills and a professional attitude.
- Ability to supervise other employees and understand the fundamentals of leadership.
- A working knowledge of the products contained in the store with a willingness to continue to learn.
- Organized, self-starter who is able to think independently and solve problems.
- Strong math, reading, writing and communication skills.
- Capacity to follow through on assignments and self-motivated to stay busy throughout the day.
- Understand how to efficiently operate the store's point-of-sale system. Other computer skills include knowledge of MS Word and PowerPoint.
- Knowledge of effective sales methods and techniques.
- Ability to lift up to 80 lbs.
- Able to work a flexible schedule, including weekends and holidays.

Goals

- Continually expand knowledge of all departments in the store.
- Expand leadership and management skills.
- Expand knowledge of retail operations, including inventory management and pricing strategies.

I have received this job description and understand my responsibilities as an employee.

Employee Signature

Date

Disclaimer: The contents of this job description are intended to be used as a guide only. You may need to add more information to fully describe the responsibilities and qualifications of each job at your business. Please consult a human resources consultant or a professional employer organization to ensure you are complying with local employment regulations.