



Ready to train your new hire?
NHPA training members have access to the entire onboarding resource library. Go to nrha.org/membership to learn more.

Manager

JOB DESCRIPTION

Supervisor: **Store Manager**

Status: **Full Time, FLSA Exempt**

Revised: **October 2020**

Job Summary

Store managers are responsible for overseeing the day-to-day operations of the store, including maximizing sales, minimizing expenses, optimizing merchandising and modeling outstanding customer service experience. They should positively represent

Anytown Hardware consistent with company values. The manager will also help build an efficient, motivated and productive sales team. Their job will include, but is not limited to, the following responsibilities.

Responsibilities

- Model excellent customer service by helping customers when necessary.
- Oversee daily opening and closing of the store.
- Supervisory tasks include interviewing, hiring, training, appraising performance, disciplining employees and planning weekly schedules.
- Foster a team environment where employees are motivated to provide outstanding customer service and contribute to the overall success of the business.
- Immediately respond to customer complaints and resolve as best as possible.
- Maintain inventory at appropriate levels and direct cycle counts.
- Coordinates sales promotions, marketing and special events.
- Directs merchandising in the store and ensures it is clean and organized. Also responsible for maintaining signage.
- Ensures the salesfloor stays clean and orderly.
- Participates in the weekly ordering of merchandise and oversees deliveries and restocking.
- Be a role model for safety, creating a safe work environment and ensuring compliance with all store policies and safety standards.
- Protect inventory and store property against internal and external loss. Respond with appropriate action, according to store policy.

Qualifications

- Outstanding customer service skills and a professional attitude.
- Excellent communication skills, both written and verbal.
- Committed to continually learning and pursuing training and development opportunities.
- Project management skills, including ability to coordinate special project and finish on time and within budget.
- Ability to supervise other employees and understand the fundamentals of leadership.
- Strong knowledge of the products contained in the store.
- Motivated, organized, self-starter who is able to think independently and solve problems.
- Understanding of store operations, including finances, inventory control and pricing strategy.
- Strong math, reading, writing and communication skills.
- Knowledge of effective sales methods and techniques.
- Understand how to efficiently operate the store's point-of-sale system. Knowledge of MS Word and PowerPoint.
- Able to work a flexible schedule, including weekends and holidays.

Goals

- Drive growth in the company through increasing sales and reducing expenses.
- Build a strong team of motivated and productive retail associates.
- 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.