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## **Manager Trainee/Assistant Manager/Store Manager**

Date: February 13, 2018

Location: Cascade, IA; Denver, IA; Grundy Center, IA; Lisbon, IA; Parkersburg, IA; Savannah, MO; Sigourney, IA; Tonganoxie, KS

Status: Exempt

### **Company Vision:**

To be the best run, friendliest supermarket in town - "Where we treat you like family!" Displays that inspire shoppers to buy and where teammates are passionate about providing excellent customer service because we relentlessly hire and train teammates who have the talent to help our shoppers to see, feel and enjoy an excellent food shopping experience and create a store and where customers love to shop.

### **Position Description:**

**PURPOSE:** To serve as the total store team/business leader assuring all personnel and departments understand and follow Sales Plans and Operating Standards of Practice to ensure the realization of the company Vision and to meet all financial objectives. To represent company core values, assure the effective development of personnel, proper use and protection of company assets, excellent customer service, community out-reach, optimal control of controllable operating expenses and uncompromised professionalism, honesty, and integrity.

### **The Store Manager's job is to:**

1. Make money. The Store Manager's job is not just to carry keys and "show up". His or her job is to create a "selling culture" in order to meet or beat sales and profit objectives within approved company standards, practices and procedures, setting an example for an inspiring team execution of excellence, innovation, creativity and motivating "merchant attitudes and actions".
2. Minimize Shrink and Control Expenses to optimize profit from operations: focus on controlling shrink loss, wages, benefits, shrink, supplies and optimizing cash flow, etc.
3. Team Leadership. To teach, train, coach, motivate, manage and lead store teams to provide market leading Customer Service Excellence for sales and profit growth.
4. To protect all company assets.
5. To represent the company and self to employees, vendors and the community in a professional manner fitting to the culture of our company.

### **Management of People:**

- Be an excellent communicator of the company and store direction, programs, and goals while providing a positive and productive work environment.
- Maintains high levels of Store Operating Standards.
- Professionally represents the company Values to subordinates, peers, superiors, customers and the community.
- Serves as an excellent Teacher, Trainer, and Coach of company Standards and Best Practices and represents the highest qualities of the company brand and culture.
- Selects the right people for the job, trains or assures their training on how to do their job and establishes specific job-related standards, expectations, goals, and outcomes.
- Operates with a high sense of urgency possessing a high proficiency for problem resolution, maintaining a high energy level and creates a high level of positive morale.
- Has excellent verbal and written communication skills, and provides performance feedback for all direct report team members.

- **Customers and Community:** Leads and works with his/her store team to professionally represent the company to customers, the community and vendors.

#### Management of Product:

- Maintains a neat, clean and 98.5% in-stock, full shelf and display store condition and presentation while achieving company "Inventory Turns" goals.
- Responsible for ensuring all Departments follow company policies and daily standards for all areas of the operation including Intentional Store Manager, Customer Service Excellence, merchandising, security, safety, and sanitation, rotation, and freshness.
- Provides excellent communication with their District Manager or Department Supervisor in all areas of a store operation, potential problems that may come up and action plans to maximize profit and service.
- Responsible for ensuring store and product presentation, product safety, refrigeration, warehouse, and inventory/invoices are managed per company policy and to maximum efficiency.

#### Management for Profit:

- **Merchandising and Sales:** ensure departments follow company standards for merchandising, sales, and seasonal advertising and marketing plans, and provide feedback and direction to corporate teams regarding store performance and best practices.
- **Budget Forecasting:** responsible for ensuring departments follow standards and use technology and data to beat store labor and expense budgets. Responsible for monitoring the state of their local marketplace.
- **Labor:** responsible for ensuring stores follow standards related to labor cost, plan, utilization and performance with a focus on 100% productivity.
- **Product and Asset Management:** ensure stores follow audits and controls of store operational standards, and providing recommendations for continuous improvement for store design to the corporate construction team.
- **Expense Management:** ensure stores follow standards related to proper use of supplies and proper control of expenses.
- **Security and Safety:** ensure stores follow company standards related to people and food safety, emergencies, and store security.
- Any other duties or tasks as assigned by the Owners or Operations Manager.

#### Additional Qualifications (Optional):

- Minimum 5 years of progressive supermarket store management experience.
- Minimum 2-year college degree preferred 4-year degree
- Demonstrated a passion for Customer Service with the ability to train and motivate others to deliver Customer Service Excellence.
- Has successfully been trained in the Intentional Store Manager program.
- Demonstrate and proven track record in their ability to build sales, achieve economic and financial goals including profit margin and labor costs.
- Excellent business skills including mathematical proficiency, computer skills, financial analysis skills, writing skills, ability to develop and execute business plans.
- Excellent interpersonal skills with a proven track record to motivate, inspire and lead teams to exceed standards and expectations.
- Ability to use the technical and financial information to identify and solve problems.
- Highly developed industry knowledge and food merchandising skills.
- Ability to see the big picture as well as focus on day-to-day critical details.
- Ability and willingness to work a varied and flexible schedule including holidays, evenings, weekends, etc.
- Willingness to live and relocate, if necessary within the trade area.

For an application visit [shopbrothersmarket.com](http://shopbrothersmarket.com) or Email your resume to [megan.grimsrud@shopbrothersmarket.com](mailto:megan.grimsrud@shopbrothersmarket.com).