



# Store Manager

## JOB DESCRIPTION

**Purpose:** To manage the Dill Pickle Co-op retail operations to meet the goals and objectives set by the General Manager - ensuring efficient daily store operations, prompt, friendly, knowledgeable customer service, and store security and cleanliness.

**Status:** Reports to General Manager

Supervises Front End Mgr, Center Store Mgr, Produce Mgr, Prepared Foods Mgr, POS/Scan Coordinator, maintenance staff  
Pay Level III, Salaried

### Customer & Internal Service Basics:

- Provide excellent customer service to our shoppers, making the customer's needs top priority whenever on the sales floor or answering the phone.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op ownership.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward self and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions.

### Responsibilities:

#### I. PLANNING AND FINANCE

- A. Participate in development of annual operating, capital and cash budgets for store.
- B. With General Manager set objectives for department sales, margin, turns and labor costs.
- C. Monitor deviations from budget, take corrective actions and report to General Manager on actions taken.
- D. Review department financial performance reports with managers and help them plan corrective actions as needed.
- E. Plan and implement store layout and product locations for shopping and stocking efficiency.
- F. Approve capital expenditures within budget of up to \$500.

#### II. STORE OPERATIONS

- A. Maintain store standards for prompt, friendly, helpful customer service.
- B. Ensure that store and grounds are maintained in clean, orderly condition, meeting Health Department standards.
- C. Ensure security of customers, staff, building and inventory.
- D. Oversee repair and maintenance projects.
- E. Coordinate major department cleaning projects with department managers.
- F. Troubleshoot problems with garbage, recycling, pest control, and other service providers.
- G. Ensure that store equipment is maintained in good working order.
- H. Coordinate physical inventory counts with the assistance of Office Manager.
- I. Accompany government inspectors and report to General Manager on actions needed.

#### III. SUPERVISION

- A. Hire and evaluate department manager positions and maintenance staff.
- B. Approve hiring for all other store positions.
- C. Ensure all store employees receive orientations, safety training and on-the-job training.
- D. Ensure all store employees receive timely performance evaluations.
- E. Recommend pay increases to General Manager for all store employees.
- F. Take disciplinary action with department managers and maintenance staff as needed following established policies.
- G. Approve expenditures from training budget.
- H. Review department payroll reports to track labor costs.

#### IV. Perform other tasks assigned by the General Manager.

**Core Competencies:**

- Dependability: Punctual to shifts and meetings, meet commitments, works independently, accepts accountability.
- Productivity: Prioritizes well, meets deadlines, manages time well.
- Adaptability: Adapts to change, open to new ideas, takes on new responsibilities, adjusts plans to meet changing needs.
- Communication: Communicates well verbally and in writing, shares information with others, listens attentively, asks questions, stays open to other viewpoints.
- Customer focus: Always available for customers, understands products and services, maintains professional appearance, assumes responsibility for solving customer problems.
- Integrity: Deals with others in a straightforward and honest manner, is accountable for actions, supports cooperative values.
- Teamwork: Listens to others and values opinions, welcomes newcomers and promotes a team atmosphere.

**Qualifications:**

- Supervisory experience: hiring, training, evaluating, firing.
- Retail experience—ideally in the natural foods industry.
- Ability to read financial statements, write budgets, analyze trends,
- A strong understanding of pricing and margin, able to teach this topic and hold staff accountable for results
- Good communication skills, written and verbal.
- Demonstrated initiative, leadership ability.
- Ability to handle multiple demands.
- Demonstrated ability to follow through on commitments.
- Regular, predictable attendance.
- Willingness to grow to meet the changing requirements of the job.