

JOB DESCRIPTION

JOB TITLE: ASSISTANT STORE MANAGER
JOB NUMBER: SA7005, SA7006, SA7007
FLSA STATUS: Non-exempt
CLASSIFICATION: Sales
REPORTS TO: Store Manager
SUPERVISES: Sales Supervisors, Store Personnel

JOB PURPOSE: The Assistant Store Manger will assist the Store Manger to insure the proper operation of the retail store. In the absence of the Store Manger, the Assistant Manager will perform all the specific duties required of the manager, **with the exception of hiring and terminating of employees.**

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages the retail store engaged in selling a general line of merchandise ensuring that sales goals are met.
- Assists store manager in planning and preparing work schedules, enters schedules into time and attendance system including holidays and vacations. Reconciles timecards for errors daily. Approves and submits store payroll in time and attendance system in a timely manner.
- Appraises and prices house wares, furniture and "mark-up" textiles with the intent of making the most monetary value. Reports lack of donated goods early enough such that the transportation department has time to deliver goods before supplies are depleted.
- Monitors stock level of store merchandise and supplies and adjusts as necessary.
- Supervises employees engaged in sales work, reconciles cash with sales receipts, keeps operating records, and prepares a daily record of transactions for accounting.
- Performs work of fellow employees on an as needed basis.
- Directs and supervises store staff as needed to accomplish store goals.
- Resolves customer complaints or inquiries appropriately. Provides and promotes exceptional customer service for external and internal customer
- Ensures compliance of employees with established safety, policies, procedures, security, sales, productivity and record keeping procedures and practices.
- Assist with interviewing and training employees.
- In the absence of the manager, directs staffing and training. Provides input to the manager regarding employee performance.
- Attends management meetings and store safety meetings monthly or as required.
- Oversees quality and quantity of goods going to sales floor.
- Works with manager to monitor store safety and compliance records with current posting, drills and accident recording.
- Monitor store supply levels and order as necessary.
- Assures that backroom is organized, clean and productive
- Completes core training in a timely manner.

Effective date: 04/15/2011

Replaces:1/07
10/16/09

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ADDITIONAL DUTIES AND RESPONSIBILITIES

- Must have a valid Virginia State driver's license and be able to provide proof of insurance.
- Accomplishes all tasks as appropriately assigned or requested for successful completion of the mission of GIV.

QUALIFICATIONS:

- **Experience, Competencies and Education**
High school diploma or general education degree (GED); and a minimum of 1 year related management experience or supervisory experience preferred; or equivalent combinations of educations and experience. Computer skills, including Microsoft Office, web based programs and time and attendance systems experience required. Goodwill retail experience may replace supervisory experience requirement.
- **Language skills**
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- **Mathematical skills**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Intermediate math skills.
- **Reasoning ability**
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid State of Virginia driver's license and proof of insurance required to drive personal car on company business. _____
- Additionally, 3+ point DMV record required to drive company vehicle. _____
- CPR certified; training provided.

AMERICANS WITH DISABILITIES SPECIFICATIONS:

- **Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 pounds and assist with over 50 pound items. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

- **Work Environment**
Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

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While performing the duties of this job, the employee is occasionally exposed to weather conditions.

The noise level in the work environment is moderate.

RECEIPT OF JOB DESCRIPTION:

This job description has been reviewed with me by my supervisor. Meeting the qualifications as required, I understand and agree to perform the duties as described. A copy of this description has been given to me.

Employee's Signature

Date

Supervisor's Signature

Date

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