

Saver Group, Inc.
Job Description – Assistant Tobacco Manager

Reports to: Tobacco Manager **Hourly Position**

Note: This document describes the major responsibilities of the Saver Group Assistant Tobacco Manager. Management reserves the right to assign other duties as required to insure efficient store operations.

General Qualifications:

- 1 –2 years retail experience, including managing people.
- Must have a customer service orientation and willingness to deal with people daily; ability to keep smiling even when customers complain.
- Able to perform basic accounting functions; some degree of computer literacy required.
- Ability to count money and make accurate change.
- Ability to arrive at work on time.
- Ability to self-motivate to get the job done even when fatigued.
- Ability to work flexible schedules – (seven day a week operation with weekend and evening hours.)

Essential Functions/Job Responsibilities:

- Customer Service – Acknowledge the customer with a smiling face and remember that the customer always comes first. Develop an overall awareness of where products are and assist customers who are looking for products. Always make our customers know that they are important and special to us. Handle all customer questions and concerns.
- **Management Responsibilities (Tasks that only managers perform)**
 - ✓ Assist in management of all tobacco clerks
 - ✓ Assist with price changes in computer (register) as directed by Tobacco Supervisor, Central Office or Tobacco Manager.
 - ✓ Order new stock semi-weekly.
 - ✓ Work with Tobacco Reps who call on store.
 - ✓ Either perform or assist manager with the following:
 - Balance bank deposits with the cash register daily.
 - Balance cash drawer at end of each shift worked
 - Insure that all scheduled inventories are completed.
 - Stay current with and implement all buy downs.
 - Complete all required reports on a daily basis.
 - Stock shelves as needed.
 - Insure that the tobacco section is clean and neat at all times.

Assistant Tobacco Manager
Effective November, 2010

- Respond to customer requests for products that we don't carry. Make Tobacco Manager aware of requests.
- Suggestively sell products to customers; be aware of both fast and slow moving items and recommend as appropriate.
- Take checks only for the amount of purchase.
- Be aware of the potential for theft of both products and money; be aware of the "quick change artist" who may come through the check out lane. Cashier's responsibility is to make the manager aware and not confront the suspected thief. Manager should take steps to deal with the "thief."
- Check all invoices for shortages and proper billing.

Environmental Conditions/Physical Requirements

- Lengthy periods of standing required.
- Work in a tobacco environment.
- Stay busy when customers are not in the store.
- Must be able to lift 20 - 30 lb. boxes of product.
- May have to lean, stretch and reach through the Drive-Through Window used by customers.

Acknowledgement:

I have read and understand the description of the Assistant Tobacco Manager position in Saver Group, Inc. I understand that the essential functions/responsibilities must be performed on a regular basis unless otherwise stated by the Tobacco Manager or Tobacco Supervisor. Management may also assign other duties as needed for efficient operations. I am able and agree to perform the essential functions/responsibilities as outlined in the description.

Signature, Applicant/Employee

Date

Witness, Saver Group, Inc.