

## **Saver Group, Inc.** **Job Description – STORE MANAGER**

**Reports To: Operations Supervisor**

**Salaried Position**

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

### **General Qualifications:**

- Customer service orientation and willingness to deal with people every day.
- Knowledge of the grocery business; 3-5 years experience preferred.
- Attention to detail throughout the store (All departments and tobacco outlet.)
- Ability to manage the financial assets of the store.
- Ability to delegate.
- Ability to create a teamwork atmosphere throughout the store.

### **Essential Functions/Job Responsibilities**

- Customer Service – Meet customer needs with a smiling face and remember that the customer always comes first. Always make our customers know that they are important and special to us. Handle all customer questions and concerns.
- Financial and Operational Responsibilities:
  - ✓ Control Inventory levels for all departments; Stay within budget on all inventory items.
  - ✓ Responsible for bank accounts; petty cash account – maintain accurate records. Mail bank statements and voided checks to office. E-Mail deposits to central office.
  - ✓ Bills – Input all invoices in computer and mail hard copy to central office on Monday for the previous week.
  - ✓ Checks – Insure that check-cashing policy is followed and returned checks are handled properly.
  - ✓ Inventories – Be present for all store inventories. Insure that results of all inventories are sent to the Central Office.
  - ✓ Till Balance – Insure that each till is counted back and balanced on each shift.
  - ✓ Profitability – Manager has overall responsibility for profitability through cost containment and profit maximization.
  - ✓ Develop working knowledge of all equipment within the store and be able to troubleshoot problems; communicate service requirements to repairmen accurately in order to avoid unnecessary service call costs.

- ✓ Open, read and communicate all mail messages relating to store operations. Communication concerning pricing, specials, etc., is critical; manager must be aware of and implement directives contained in mail messages.
- ✓ Report any accidents or unsafe conditions to the Operations Supervisor. Complete the Saver Group Incident Report immediately; keep copy and forward copy to the Central Office.
- Employee Responsibilities:
  - ✓ Communication with employees is the key to a successful Saver Group manager.
  - ✓ Teaching – Continually teach team members how to best do their jobs.
  - ✓ Hire, discipline and terminate employees – Handle these situations on a timely basis and keep good records on all employee situations.
  - ✓ Promotions, bonuses, raises – Award based on performance and always implement based on agreed criteria and on a timely basis.
  - ✓ Schedules – Budget sales and work hours. Create schedules based on input from department heads.
  - ✓ Employee complaints – Listen to employees; give unhappy workers an opportunity to be heard. Keep accurate records of these situations.
- Security and Shoplifting
  - ✓ Security – Insure that back doors are locked and security cameras are in proper working order. Allow only management or key carriers to check in vendors.
  - ✓ Shoplifting – Create environment in which employees report all potential shoplifters to you and follow proper procedures.
- Central Office Support
  - ✓ Staff – Use support staff to assist with any questions or problems.
  - ✓ Policies and Procedures – Insure staff awareness of all policies and procedures implemented by the Central Office and comply with these guidelines. Insure awareness of all mail messages and directives coming from Central Office, Save-A-Lot, Operations Supervisors, etc.,

**Environmental Conditions/Physical Requirements:**

- Lift boxes and equipment up to 75 lbs.
- May be required to be on one's feet for extended periods of time.
- Exposure to outside weather conditions.
- Some stocking required on sales floor.

Store Manager,  
Effective November, 2010

**Acknowledgement:**

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

\_\_\_\_\_  
Signature, Applicant/Employee      Date

\_\_\_\_\_  
Witness, Saver Group, Inc.      Date