



Job Description Assistant Manager

Reports to: Shop Manager

Date: January 2024

ABOUT THE ROLE

As an Assistant Manager you will set the tone for the store and the team and help bring our brand to life for our customers. You are responsible for driving profitable sales growth through all aspects of the store including customer and product operations, merchandising, and talent development. You are also responsible for supporting the execution of the store strategy to achieve performance goals. Through collaboration with your Manager you will teach and coach behaviors to Leads and Associates to cultivate a high performing team to deliver a best-in-class experience to our customers.

CRITICAL COMPETENCIES

Drives Results

Accountability

Talent Builder

Customer Impact

ORGANIZATIONAL LEADERSHIP

- Member of the store leadership team and acts as a trusted leader
- Take pride in the brand, product, store, and team to deliver a compelling shopping experience for our customer
- Collaborate with leaders and associates to execute merchandising, customer, talent, and product strategic initiatives to improve processes
- Maintain a clean and safe environment to prevent loss and and minimize risk
- Create and foster a collaborative store culture
- Demonstrate values and behaviors consistent with our culture
- Uphold all company policies as outlined in the Employee Handbook and Training Guides

WHAT YOU'LL DO

- Support strategies and processes to drive store sales and deliver results through a customer centric mindset
- Recruit, hire, and develop highly productive Associates
- Own assigned area of responsibility
- Implement action plans to maximize efficiencies and productivity
- Ensure consistent execution of standard operating procedures
- Represent the brand and understand the competition and retail landscape
- Promote community involvement
- Ensure all compliance standards are met

WHO YOU ARE

- A current or former retail employee with 1-3 years of retail management experience
- A high school graduate or equivalent
- A good communicator with the ability to effectively interact with customers and your team to meet goals
- Passionate about retail and thrives in a fast-paced environment
- Driven by metrics to deliver results to meet business goals
- Determined to effectively lead and inspire others to learn and grow through coaching and mentoring
- Agreeable to work a flexible schedule to meet the needs of the business, including holiday, evening, overnight, and weekend shifts
- Able to utilize retail technology
- Able to maneuver around the sales floor, stockroom, and office; and lift up to 30 pounds.

COMPETENCIES AND BEHAVIORS

Drives results:

Fulfills assigned tasks

- Works towards commercial and business goals, focuses on activity
- Understands the importance to the business of achieving commercial success

Works to make things better

- Looks for opportunities to improve and takes appropriate actions
- Delivers as long as there are no major obstacles based on original plan without contingencies
- Understands the general profit drivers for area

Accountability:

Allows people to follow guidelines

- Sets specific, clear performance objectives, standards, accountabilities, and process goals for individuals or groups, with potential for measurement
- Pays close personal attention to the details of a process and checks things out to ensure they are done right
- Adheres to core business planning and reporting processes, personally attends to details

Talent builder:

Encourages individuals to develop

- Provides specific feedback on performance in the moment
- Sets general development goals for improvement in current position and provides standard development opportunities
- Identifies general recruitment needs, even if different from the expected or traditional recruitment direction of the organization

Customer impact:

Has basic understanding of the customer and uses it

- Listens to the customer's feedback and acts on it
- Knows and can describe general industry characteristics and trends
- Identifies the basic forces of the market at a general level: typical customers, suppliers, products, and biggest or best-known competitors