



Job Description Shop Manager

Reports to: Director of Shops

Date: January 2024

ABOUT THE ROLE

As the Shop Manager, you are responsible for leading your team to deliver a profitable store business plan. You ensure your shop achieves all key metrics and is meeting or exceeding your goals. You will work with the Director of Shops and your team to create, execute, and maintain the store business plan. You are a critical leader in driving profitable sales growth through all aspects of the store, including: customer and product operations, merchandising, and talent development. You are responsible for supporting the execution of the store strategy to achieve performance goals. You will lead others by teaching and coaching Assistant Managers, Leads, and Budtenders 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

- Build strong teams, drive a culture of high performance and engagement
- Collaborates with shop, Back of House, Director and Licensee to implement all strategic initiatives to improve shop processes while building the capabilities of others
- Collaborate with leaders and employees to execute merchandising, operational, customer, and talent strategic initiatives to improve processes while building the capabilities of others
- Maintain a clean and safe environment to prevent loss and minimize risk for customers and employees
- Create and foster a collaborative store culture consistent with our values
- Upholds all company policies as outlined in the Employee Handbook

WHAT YOU'LL DO

- Build strong teams, drive a culture of high performance and engagement
- Collaborates with shop, Back of House, Director and Licensee to implement all strategic initiatives to improve shop processes while building the capabilities of others
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- Maintain a clean and safe environment to prevent loss and minimize risk for customers and employees
- Create and foster a collaborative store culture
- Demonstrate values and behaviors consistent with our culture
- Upholds all company policies as outlined in the Employee Handbook
- Strict adherence to all LCB standards and state laws
- Stay informed on all industry regulations and ensure compliance with all applicable laws

WHO YOU ARE

- A current or former retail employee with 2-4 years of retail management experience.
- A good communicator with the ability to effectively interact with customers and your team to meet goals.
- Determined to effectively lead and inspire others to learn and grow through coaching and mentoring.
- Driven by metrics to deliver results to meet all goals.
- Agreeable to work a flexible schedule to meet the needs of the business, including holiday, evening, overnight and weekend shifts.
- Organize and utilize time management and prioritization skills to effectively manage multiple tasks in an environment with competing demands.
- Knowledgeable of our business and the retail environment and it to evolve store strategies to help meet goals.
- Able to maneuver around the sales floor, stockroom and office and lift up to 30 pounds.
- Ability to travel as required.

COMPETENCIES AND BEHAVIORS

Drives results:

Driven by existing goals

- Works toward a specific goal and follow through on difficult situations to deliver on promises
- Identifies and uses multiple ways to achieve goals in case of obstacles; plans for contingencies
- Takes actions to improve ability to deliver against existing goals
- Identifies opportunities in own area to contribute to the success of company

Accountability:

Personally focuses on details and deadlines

- Acts quickly on and prioritizes commercial opportunities within own area of responsibility
- Clearly communicates expectations of others
- Engages in factual, productive conversations to move goals forward
- Keeps careful track of whether performance meets high standards; follows up to ensure things are happening
- Rigorously follows up on implementation initiatives to ensure planned results are achieved within financial and time constraints

Talent builder:

Encourages individuals to develop

- Identifies actions critical to high performance
- Provides specific feedback on performance near the event
- Sets general development goals for improvement in current position and provides standard development opportunities
- Identifies general recruitment need, even if different from the expected or traditional recruitment direction of the organization

Actively supports individual development of own team members

- Articulates what “good looks like” in behavioral terms
- Makes calculated “build or buy” decisions on people, with supporting reasons and evidence, to identify whether they can develop internal people or must recruit, AND takes action
- Works with individuals to set appropriately challenging developmental goals, explaining not just what to do, but why to do it
- Frequently provides immediate, positive, and negative behavioral feedback,
- Seeks input from people, processes, and tools when appraising

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