

## JOB DESCRIPTION

**Position:** Manager in Training

**Reports to:** Store Manager

**Status:** Full time

### ESSENTIAL FUNCTIONS – include and are not limited to:

- Continuously learn, grow and advance to the Store Manager position within the designated market area.
- Continuously develop the skills needed to hire, train and manage employees.
- Consistently the policy and procedures of completing cash handling, safety, maintenance and merchandising responsibilities.
- Perform all duties the Store Manager does in their absence.
- Complete the 8 week training program and be able to perform all necessary duties to run a store.
- Frequently remain stationary for long periods of time.
- Be able to position self to stock and front shelves and coolers, sweep and mop floors, dust shelves, move trash containers and place in an outside bin, clean the parking lot and grounds (including gas pumps) surrounding the location and have the means to clean windows around the store in accordance with company standards.
- In order to maintain a clean, safe environment to ensure the store is presentable; be able to position self to properly clean and maintain store equipment/products and areas including but not limited to coffee, fountain drinks, deli, customer seating areas, restrooms and shower stalls in accordance with company standards.
- Be able to enter and work in a cooler at a temperature of 30 degrees up to 30 minutes at a time.
- Be able to meet the physical demands such as transporting and moving store products and equipment weighing up to 50 lbs. (including shoveling snow) when needed.
- Be able to react to a fire by using a fire extinguisher weighing 25 pounds and transporting it to the fire area.
- Comply with all policies and procedures in company provided handbooks and or manuals at all times.

### RESPONSIBILITIES – include and are not limited to:

#### Administrative

- Protect company funds and assets through monitoring of cash and credit card handling and banking procedures
- Complete daily and monthly paperwork requirements (pricing, payroll, invoices, sales, monthly cash and inventory control, maintenance review, water checks, gasoline and market surveys, reports, projects) in order to ensure compliance with company standards and protection of its assets.
- Maintain store records: shift reports, computer reports and records, daily sales reports, payroll, personnel information as well as various in-store logs and audit maintenance.
- Submit complete and accurate employee information/documentation to the Human Resources Department on a timely basis; including payroll submission every Monday morning.
- Abide by all safety related procedures as required by the company especially while working with cleaning products and other hazardous materials inside and outside the store and while exposed to gasoline fumes.
- Protect company assets at all times, in accordance with company policy and procedures.

#### Customer Service

- Provide enthusiastic customer service to all customers and ensure staff does the same.
- Handle customer complaints fast and effectively to ensure that we provide all of our customers with the best buying experience.

#### Inventory and Cash Control

- Monitor and maintain credit card and check cashing procedures as set by the company policies.
- Follow all guidelines and cost control goals including but not limited to damaged merchandise, store waste and supplies.
- Protect product supply and physical merchandise inventories, audit maintenance, and security procedures.
- Ensure that all pricing and scanning procedures and guidelines are correct as listed in the pricebooks for all merchandise.
- Responsible for controlling the inventory and cash in the store.
- Ensure that the following procedures and tasks are performed correctly: vendor check-in, shift change and reporting change fund, employee purchases, money orders, lottery, credit card, check cashing and banking and payroll submission for your store.
- Responsible for audit maintenance on a daily basis within company guidelines in order to achieve a less than 1% shrink and increase sales and profit.

#### P & L Sales Performance and Promotional Execution

- Assist Store Manager in monitoring and maintaining the store budgets as it is set for your store.
- Stay up to date with competitive marketing conditions/trends and advise District Manager through verbal and written reports to ensure achievement of C-Store Division marketing policies.
- Determine required stock levels; plan purchases from vendors based on the Monthly Merchandising and Promotional Calendar, seasonality, and desired profit targets from product mix.
- Maintain planograms as instructed by Marketing Department.



### **Training**

- Provide new employee training and periodically conduct performance evaluation of employees.
- Communicate proper practices and procedures in a professional and positive manner, ensuring appropriate progressive counseling techniques are used when needed.
- Be able to achieve performance standards as required with respect to: store computer, POS machines, cash registers, equipment and particular systems in operation at the location.

### **Store Presentation**

- Responsible for food service presentation/appearance/operations and sanitary conditions
- Ensure that the store image is consistent with the company's standards and reputation for cleanliness, quality products and customer service.
- Maintenance: Provide routine preventive maintenance to keep all equipment operating at maximum efficiency. Immediately inform the Store Manager, District Manager, Regional Manager and "FIXIT" of all major equipment problems.
- Protect company assets at all times, in accordance with company policy and procedures.
- Be able to perform all responsibilities and requirements as specified in the job descriptions of the Assistant Manager and Sales/Food Service Associate.

### **REQUIREMENTS – include and are not limited to:**

- Provide oneself with a reliable means of transportation to and from work and the ability to be reached by telephone.
- Flexibility to accommodate sudden schedule changes and if an emergency arises.

### **QUALIFICATIONS– include and are not limited to:**

- A high school diploma/GED with some college preferred, or experience in retail and management.

The list of requirements, duties and responsibilities is not exhaustive but is merely the most accurate list for the current job. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change. (For example; emergencies, changes in personnel, workload or technical development).

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Store Manager

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Employee

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Date

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Date

Revised 8/08, 7/09, 8/11, 1/12, 7/16