

Job Title: ASSISTANT STORE MANAGER**Department:** Operations**Location:** Retail Store**ABOUT GABE'S**

Gabe's was founded in Morgantown, WV in 1961 with a mission to offer customers the quality products that they want, at affordable prices they love. Today our mission continues as Gabe's expands into new and existing markets across 20 states. Gabe's enjoys an outstanding reputation in the communities we serve. This reputation is a result of living our values and making the best decisions for our associates, customers, and company. Together we will strive to deliver superior customer service, create a great work environment, and improve the value we deliver to our customers.

JOB SUMMARY AND PURPOSE

The Assistant Store Manager supports the Store Manager with the operation of the store and implementing the store's performance strategy to ensure maximum productivity and profitability. This position leads teams of associates to assist the Store Manager in delivering positive customer experiences and operational excellence. This position is also responsible for ensuring the service and merchandising standard for customers is always met. In the absence of the Store Manager, this position will serve as the manager on duty.

DUTIES AND RESPONSIBILITIES

- Serve as primary partner to Store Manager for meeting hiring goals, implementing training initiatives, and leading associate retention efforts.
- Share responsibility in completing new hire orientations and onboardings.
- Partner with Store Manager and team to develop action plans for associate training, coaching, and motivating efforts.
- Participates in developing strategies and ensures customer service and operational standards are met through effective company communications and initiatives.
- Leads Pricing/Markdown Team when needed.
- Ensures consistent execution of markdowns to meet unit per hour goals.
- Ensures execution of shipment according to company practices. Assists in educating/training team in new product placement and proper merchandising techniques.
- Assist in assessing associate performance and provide on-going feedback for all store associates.
- Provide point of sale support including the authorization of management overrides at registers.
- Assist in the development of a proactive strategy to minimize risk and prevent shrink loss.
- Maintain presence through effective floor management and ensure staff coverage in all areas of the store.
- Model positive service and selling behaviors to ensure a customer-focused store culture.
- Train and motivate associates through on-going programs in sales, customer service, and demonstrated product knowledge.
- Ensure the cleanliness and maintenance of the store consistently supports a great customer experience. Sets and upholds standards of excellence throughout all areas of store operations.
- Apply business insights, develops strategies, and allocates resources to drive and deliver positive results through merchandising strategies, customer loyalty, operational excellence, and company communications directives.
- Resolve Alarm issues during hours of operation and respond to Alarm calls during non-business hours when necessary.
- Responsible for ensuring cash office accuracy.

EDUCATION AND EXPERIENCE

- High School diploma or GED equivalent is required.
- Three (3) years customer service experience in a retail setting required.
- One (1) year of leadership experience in a retail setting required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work flexible hours and shifts, including but not limited to, holidays, evenings, weekends, and non-business hours.
- Maintain a working knowledge of company policies, procedures, and areas of operations.
- Ability to handle associate relations issues accurately and in a timely manner.
- Demonstrated ability to assess talent, coach, develop, and manage performance.
- Ability to diffuse situations and resolve escalated customer service issues in a timely and professional manner.
- Proven ability to build connected teams and inspire trust and rapport with direct reports.
- Demonstrated ability to manage complex and competing priorities with effective time management, organization, and delegation.
- Models the open-door policy and fosters an environment of open and honest communication.
- Ability to motivate others through recognition.
- Maintain knowledge and awareness of store expense goals, ensure accurate expense management of the store resources.
- Ability to make strategic business decisions and create long and short-term action plans.
- Ability to effectively communicate action plans, weekly priorities, and other strategies to associate teams.

SUPERVISION

This position will have supervision over Retail Supervisors, and secondary supervision of Leads, Sales Floor Associates, Cashiers, Maintenance, Back Room Associates, and Pricing Associates.

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.