

## Job Title: **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 Store Manager is responsible for the full operation of the retail store by providing directions to the entire store team and implementing the store's performance strategy to ensure maximum productivity and profitability. This position is critical in supporting the goals and drive for profitable sales growth through all aspects of the Store's operations including customer and product operations, merchandising, and talent development. Through collaboration with their leadership team, this position consistently manages and measures work, drives company initiatives, and monitors compliance with policies and procedures to ensure that organizational standards and best practices are consistently met.

### DUTIES AND RESPONSIBILITIES

- Manage and oversee the daily operations of the store, including sales, customer service, and staff coordination.
- Set sales targets and implement strategies to meet these goals.
- Set hiring and staffing goals as needed to support business needs. Partners with management team to develop action plans to improve recruiting and turnover results.
- Recruit, hire and supervise all assistant managers and hourly associates.
- Responsible for addressing associate and performance issues including coaching and progressive discipline. Performs terminations in partnership with Human Resources.
- Assess performance and provide on-going feedback, including individual developmental plans and annual reviews for all store associates.
- Responsible for payroll administration including daily punch edits, associate scheduling and payroll sign off.
- Provide point of sale support including the authorization of all management overrides at registers.
- Develop 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.
- Ensures 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.
- Applies 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.
- Key Performance Indicators:

- Quarter Business Review rating
- Headcount and Payroll Hours Budget
- Safety record
- Delivering markdown to company standard
- Hiring to schedule availability
- Building Assets including facility and inventory

## EDUCATION AND EXPERIENCE

- High School diploma or GED equivalent is required.
- Five (5) years of customer service experience in a retail setting required.
- Two (2) years of leadership experience in a retail setting required.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of retail management best practices.
- Outstanding communication and interpersonal abilities.
- Excellent organizing and leadership skills.
- 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 functions as the direct or indirect supervisor of every associate and manager within a single retail store and is accountable for managing all aspects of daily store operations and associate performance.

## 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 the 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 reasonable accommodation for 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.*