



Job Description

Updated 5/28/04

Job Title: Assistant Store Manager

Summary

The Assistant Manager has the responsibility for all store activities in the Store Manager's absence. The Assistant Manager must always keep great customer service as their #1 priority. The Assistant Manager must be able to effectively interact with all store associates for the achievement of the budgeted goals. The Assistant Manager must maintain a team-oriented environment with high morale. The Assistant Manager is in charge of all Sales, Shrink, and Customer Service related activities to include the cashiers and service desk. Insures that the store operates according to Marvin's policies and procedures.

Major Objectives

- A. To meet and exceed sales and profit targets/budget
- B. To recruit, select, and maintain a positive, customer service oriented, and highly productive store team.
- C. To operate the store at a high level of productivity while utilizing excellent cost control measures.
- D. To maintain a clean, attractive, well-stocked, organized sales floor and display areas; maintain neat and clean work stations, keeping the store front and parking lot inviting to our customers.
- E. To attain the maximum effects of marketing and merchandising possible through the displaying of materials in correlation with promotional advertising (newspaper and circular ads) along with good end-cap and floor display merchandising techniques.
- F. To create and maintain an upbeat atmosphere conducive to retail shopping, with excellent service along with helpful, friendly sales associates.
- G. To create and maintain a team atmosphere in each department, and between all departments including sales, yard, cashier, and operations.
- H. To have a group of very satisfied customers who are treated according to Marvin's Mission and Values.

Essential Duties and Responsibilities, Include but are not limited to

- A. Constantly watching and directing associates to wait on customers, to insure great customer service.
- B. Actively waiting on customers.
- C. Following up on delegated duties such as price changes, stocking, displaying, and cleaning.
- D. Maintaining his or her assigned portion of returned goods procedure.
- E. Planning and implementing displays to tie in with advertising or other company marketing initiatives.
- F. Training at least one Team Leader in all duties of management. This person should have adequate managerial skills to be in charge in the Manager and Assistant Manager's absence.
- G. Other functions as assigned by her/his supervisor.



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Supervisory Responsibilities

Provide great customer service and motivate associates to do the same. Creates and maintains a team-atmosphere in the departments between office, sales, and yard associates. Has complete understanding of the manager-on-duty responsibilities for opening and closing procedures. **All of the above is to insure that when our customer walks out the front door, drives out of the gate, receives a delivery, or brings something back, they feel so good about what just happened that they want to come back and do business with us again.**

Qualifications

Must have good oral/written communication skills in order to effectively interact with customers, vendors, and other associates. Must be customer service-oriented and team-oriented. Must have good management and organizational skills. Must understand and interpret data presented in statistical or numerical form and be able to use it effectively in assessing and coordinating the operational aspects of the store operations. Must be able to effectively manage multiple tasks simultaneously. Must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 50 lbs., handle large odd shaped items, and stock items in overhead areas. Must be able to work a flexible schedule including weekends, evenings, and holidays.

This job is a salary position with eligibility for bonus on store performance. There are no guarantees for career progression. This does not mean that you will not be considered for other store positions or opportunities. Marvin's culture is to promote from within and special consideration will be given to Marvin's candidates with experience.

Marvin's, Inc. complies with all applicable equal employment laws, including the Americans with Disabilities Act. Qualified individuals with a disability may request reasonable accommodation from the company.

I have read my job description and understand it.

Print Name

Signature

Date