



Job Description

Updated 5/28/04

Job Title: Store Manager

Summary

The Store Manager must demonstrate great customer service at all times, effectively manage all store associates, and is responsible for all store operations. The Store Manager must have expertise in all merchandising, shrink control, and operational aspects of the store. The Store Manager must be knowledgeable of the local market, customer base, seasonality issues, competition, and other specifics and peculiarities of the local market that may influence the business. The manager is a role model, a leader, a problem-solver, a calculated risk-taker, and must manage her/his time to achieve budgeted goals. The manager is responsible for instilling the Marvin's mission and values in all associates; and the manager ensures that the entire store operates according to Marvin's policy and procedures.

Major Objectives

- A. To meet and exceed sales and profit targets/budget
- B. To maximize the use of available resources and achieve high productivity utilizing excellent cost control measures.
- C. To recruit, select, and maintain a positive, customer service-oriented, and highly productive store team.
- D. To make timely decisions and take corrective action where necessary.
- E. To be actively involved in the store's day-to-day activities.
- F. Maintain a "team-oriented" environment with high morale.
- G. To insure that the entire operation is managed according to Marvin's policy and procedures.
- 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. Achieving store goals through her or his key associates and/or her or his own actions
- B. Properly merchandising the retail sales floor and insuring that associates provide great customer service to meet the customer's needs and to exceed the customer's expectations.
- C. Verify that merchandise is received, stored, and merchandised in all departments according to established procedures.
- D. Monitoring deliveries procedures so that merchandise is loaded and delivered on time and customers coming to pick up merchandise are processed promptly and courteously.
- E. Insuring commercial sales associates are aggressively pursuing new commercial customers while maintaining a great level of service for current customers.
- F. Reporting any unusual occurrences promptly
- G. Advising all associates, providing direction, and monitoring, on a daily basis, to see that each department is being run, as they should be, according to company policies and standards.
- H. Acting to solve problems immediately upon their discovery
- I. Recruiting, selecting, and training associates



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- J. Creating a team environment throughout the store
 - K. 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-oriented environment with high morale. Supervising and interacting with all associates and providing and inspiring a level of outstanding customer service to all customers and the community. Insures that the entire store operation is run by Marvin's policies and procedures. To keep each associate informed of all company information as related to yard, operations, merchandising, marketing, and loss prevention for total communication. **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 demonstrate excellent leadership and problem solving skills. Be able to manage with limited supervision. 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 if effectively in assessing and coordinating the merchandise and operational aspects of the store operations. Must be detail oriented and handle multiple tasks in a fast paced environment. 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



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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