



Job Description

Updated 8-1-11

Job Title: Store Manager

Summary

The Store Manager must exemplify the company's culture through the execution of the Mission and Values. Additionally, a successful store manager will demonstrate aggressive customer service at all times, effectively lead all store associates and is responsible for total store operations. The Store Manager must have expertise in company culture, merchandising, shrink control and operational aspects of the store. A successful store manager must be knowledgeable of the local market, customer base, seasonality opportunities, competitors and other specifics of the local market that may influence the business. The Store Manager is a role model, a leader, problem-solver, and strategic thinker, who must manage her/his time to achieve budgeted goals. The manager is responsible for instilling Marvin's Mission and Values in all associates and ensures the entire store operates according to Marvin's operational guidelines.

Essential Duties and Responsibilities, Include but are not limited to

- A. Exemplify and ensure Marvin's Mission and Values remain forefront in daily business as well as keeping all associates informed as to store and company expectations and news
- B. Ensure aggressive customer service is defined to associates and demonstrated as part of total store operations to exceed customer expectations
- C. Achieving store budgeted goals through her or his key associates and/or her or his own actions
- D. Responsible for managing and protecting all inventory and company assets according to policy against damage and/or loss for his/her store
- E. Properly merchandising the retail sales floor to company set standards.
- F. Verify merchandise is received, stored and merchandised in all departments according to established operational and safety procedures.
- G. Monitoring delivery procedures to ensure merchandise is loaded and delivered on time and customers coming to pick up merchandise are processed promptly and courteously.
- H. Ensuring commercial sales associates are aggressively pursuing new commercial customers while maintaining aggressive customer service for current customers.



Job Description

Updated 8-1-11

Job Title: Store Manager

- I. Reporting any unusual occurrences promptly to the District Manager. Also, acting to solve problems immediately that require immediate attention.
- J. Leading all associates, providing direction and feedback on a consistent basis to ensure the store is being operated according to company policies and standards.
- K. Recruiting, selecting, and training associates
- L. Creating a team environment throughout the store
- M. Must be certified in all areas in the store to include but are not limited to inside and outside forklifts, DOT, gate, receiving and service desk

- N. Must complete the HCI product knowledge course, be able to complete opening and closing procedures and master all store customer service skills to include, but are not limited to banding lumber, cutting keys, mixing paint, keying locks and cutting flooring
- O. Other functions as assigned by her/his supervisor or company official

A Successful Store Manager:

Must demonstrate excellent leadership and problem solving skills. Be able to manage with limited supervision. They must have good oral/written communication skills in order to effectively interact with customers, vendors and other associates. A successful store manager must understand aggressive customer service and be team-oriented. They must have good management and organizational skills. Additionally, they must understand and interpret data presented in statistical or numerical form and be able to use it effectively in assessing and coordinating the merchandise and operational aspects of the store operations. They must be detail oriented and handle multiple tasks in a fast paced environment. They 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. Finally, they must be able to work a flexible schedule including weekends, evenings, and holidays.



Job Description

Updated 8-1-11

Job Title: Store Manager

This job is a salary position with eligibility for bonus based on store four wall performance vs. budget four wall. There are no guarantees for career progression. This does not mean that you will not be considered for other opportunities. Marvin's culture is to promote from within and 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