



## Job Description

Updated 12/7/06

### Job Title: District Manager

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#### Summary

The District Manager must demonstrate great customer service at all times, effectively manage all store management teams in their district, and is responsible for total store operations for their district. The District Manager must have expertise in all merchandising, financial controls, shrink controls, and operational aspects of a store. The District Manager must stay abreast of the local markets, customer bases, seasonality issues, competition, and other specifics and peculiarities that may influence the business of stores in their district. The district manager is a role model, a leader, a problem-solver, a calculated risk-taker, and must manage her/his time to achieve budgeted goals for the district. The district manager is responsible for instilling the Marvin's mission and values in all associates; and the district manager ensures that the entire district operates according to Marvin's policy and procedures.

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#### 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 assist in the recruitment and selection of positive, customer service-oriented, and highly productive store teams.
- D. To make timely decisions and take corrective action where necessary.
- E. To be actively involved in assisting their store management teams in planning their store's day-to-day activities.
- F. Maintain a "team-oriented" environment with high morale.
- G. To insure that their district is managed according to Marvin's policy and procedures.

#### Essential Duties and Responsibilities, Include but are not limited to

- A. Achieving district goals through their store management teams
- B. Advising store management teams on properly merchandising techniques for the retail sales floor and insuring that great customer service is maintained to meet the customer's needs and to exceed the customer's expectations.
- C. Verify that merchandise is received, stored, and merchandised in all stores 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. Acting to solve problems immediately upon their discovery
- H. Assisting in the recruiting, selecting, and training of associates
- I. Insuring that a team environment is maintained throughout each store in their district



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- J. Performing required audits as necessary
  - K. Must be willing and able to assume the role and responsibilities of a store manager if needed for a period of time.
  - L. Other functions as assigned by her/his supervisor.
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### **Supervisory Responsibilities**

Has direct supervisory responsibility for all store managers in their district. Provide great customer service and motivate store teams to do the same. Insure that each store strives to create and maintain a team-oriented environment with high morale. Supervising, training, coaching, and interacting with all store management teams and providing and inspiring a level of outstanding customer service to all customers and communities in their district. To keep each store management team 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 all associates, customers, and vendors. 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 merchandise and operational aspects of their stores. 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. Must have a valid driver license and have an acceptable driving record. Must be able to travel by automobile during the day or night for several hundred miles per day. Must be able to stay overnight for assignments as needed.



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*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.*

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I have read my job description and understand it.

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Print Name

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Signature

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Date