

Associate Manager

Position Overview:

Assists in the operation of a profitable store by: controlling expenses, efficiently using payroll dollars, being in-stock on basics, practicing good personnel skills and principles, consistently applying policies and procedures, ensuring store is clean and in good repair, recognizing and solving problems, controlling liabilities, understanding and protecting company assets, and maintaining a high level of employee morale and customer satisfaction.

- Reports To: Store Manager
- Coordinates With: Store management, District Manager, Senior Vice President of Store Operations, area coordinators, hourly staff, pharmacy staff, and administrative staff.

Essential Job Functions:

- Assist in achieving and maintaining a level of satisfaction and friendliness, which exceeds that found in competing retail environments.
- Assist with establishing and supervising the day-to-day activities of small groups of employees while maintaining high employee morale.
- Assist in administration of the interview, selection, orientation, training, promotion, evaluation, communication, and discipline of employees in the store.
- Assist in ensuring the in-stock position and the presentation of all basic and promotional merchandise according to company standards.
- Assist in maintaining inventory by department at budgeted levels.
- Take action to reduce internal and external theft, waste, and inaccuracies.
- Take action to control all sources of potential liability.
- Responsible for maintaining a safe environment.
- Responsible for adherence to and accuracy of the cash handling, check acceptance, and accounting systems in the store.
- Provide leadership-by-example to store employees in the areas of productivity, personally following all policies and procedures, and in own conduct and attitude.
- Assist in controlling all store expenses and achieving sales objectives.
- Oversee employees unloading trucks, pricing merchandise, stocking shelves, or cashiering.
- Learn the Bi-Mart policies and procedures and use effective leadership skills.

Physical Requirements:

Occasionally = up to 1/3 shift

Frequently = up to 2/3 shift

Continuously = throughout shift

- Standing: Frequently in combination with walking on concrete surface.
- Sitting: Occasionally.
- Walking: Frequently in combination with standing.
- Worker Mobility: Can change positions frequently throughout work shift.
- Carry/Lift: Frequently and independently work with 0-40 pounds.
- Pushing/Pulling: Frequently and independently push/pull 0-40 pounds. Occasionally while retrieving multiple shopping carts.
- Bending/Squatting: Frequently throughout work shift.
- Reaching/Handling: Use of fingers/hands/arms continuously. Occasional overhead reaching needed.
- Grasping/Squeezing: Frequently throughout work shift.
- Twisting: Frequently throughout work shift.
- Climbing: Occasionally climb ladders to reach higher shelf areas. Occasionally climb stairs to reach stock/supply areas, etc.
- Crawling: As needed.

Social Skill Requirements:

- Ability to positively interact with others.
- Ability to communicate well verbally and in writing using the English language.
- Ability to develop and maintain, through positive leadership, an atmosphere in which a high level of employee morale exists.
- Ability to continuously interact in a positive manner with multiple customers and employees face-to-face and on the phone.
- Ability to respond sensitively to customer/employee needs or situations.

Aptitude Requirements:

- Must be able to read English and write it legibly.
- Must be able to perform basic and intermediate math functions.
- Must have cognitive skills including ability to analyze, reason, and make decisions.
- Must have ability to organize and coordinate multiple tasks with attention to detail.
- Must be able to perform in a reliable and confident manner.
- Must be able to learn and retain new skills.

Environmental Requirements:

- Most work is performed in store.
- Occasional exposure to outside elements.
- Continual risk of exposure to chemicals and/or compounds.

This position summary covers most of the duties performed, however, other duties and responsibilities not listed may be assigned at the discretion of management.

After reviewing this position summary, can you perform all of the functions listed? ☐ Yes ☐ No

If no to the above, please identify any functions that you are unable to perform.

I verify that I have thoroughly reviewed the position summary for Associate Manager and that I understand the job requirements and essential job functions.

Signature: _____ Date: _____

Print Name: _____