Job Description

Title: Store Manager
Reports to: Directly reports to District Manager
Peers: Store Managers from other stores
Direct Reports: Assistant Store Manager, Head Clerk, Person in Charge, Department Managers, and all other store employees

Primary Purpose
The Store Manager manages the entire store with the authority and full responsibility to operate the store at maximum efficiency. The Store Manager is responsible for the supervision of all store employees (including the Assistant Store Manager and the Person in Charge) and handles or delegates all employee-related issues. This includes orienting new employees, training and developing, scheduling and payroll, performance evaluation, and personnel actions (e.g., hiring, promoting, disciplining, etc.). The Store Manager also performs or delegates security and cash control procedures, the handling of customer complaints, the reporting of accidents and injuries, the maintenance of sanitation standards, office and accounting functions, the maintenance of in-stock conditions, and ensuring communication between departments and among store personnel. Also may perform other management duties, as required, to keep the store functioning effectively at all times.

Duties and Responsibilities

Merchandising and Displaying: Checks signs on each display for accuracy and appearance. Plans and implements in-store promotions and inter-departmental tie-ins. Discusses and plans special/seasonal displays with Assistant Store Manager and departmental heads. Follows through on sales plans, making sure ample merchandise is ordered to support sales display and advertising plans. Implements merchandising programs from division office. Determines that all products are properly displayed. Keeps ad checks, special promotions, merchandising information, etc. up to date. Performs ad checks by walking to each ad item to verify in-stock conditions. Completes out of stock counts.

Customer Relations: Gives customers information on prices, products, and product location. Handles customer complaints regarding quality of merchandise, employees, etc. Re-assigns clerks as needed for carry-outs, parcel pick-ups, basket retrieval, register operations, and other special services. Educates and monitors employees on delivering world class service attributes.

Cash Control: Enforces limits on check cashing based on company policies. Supervises follow-through on check cashing program (e.g., verification of address, location of bank, employer, etc.). Determines whether to accept or refuse a check based upon policy. Verifies bookkeeping records. Performs cash audits by counting all checks, coupons and currency for balancing total sales with total monies received. Reviews overrings and refunds to verify proper approval and to check for irregularities and number of overrings per clerk. Implements practices to comply with government regulations on food stamp and other assistance programs. Approves refunds and overrings. Makes pick-ups from each terminal, removing excess currency, checks, coupons, etc. for deposit. Reviews cash management till audit reports. Ensures check acceptance policy is followed.

Wage and Expense Controls: Calculates store salary percentages. Forecasts, schedules and monitors labor to minimize the impact of overtime, Sunday, premium time, etc. Investigates and handles employee wage claims. Monitors supply and expense budget. Reviews cost control (Best Ball) reports to identify and manage expense sources. Communicates and monitors budget expectations with Department Managers. Creates action plans to address cost control issues. Calculates STAR Hour Ratio and Salary Operating Ratio.

Inventory Control: Determines when to make order adjustments because of low stock level or excessive inventory. Provides guidance and assistance for ordering, deliveries, backroom storage, etc. Implements and maintains effective inventory control methods in all departments. Supervises the front end to reduce inventory shortages. Ensures out of stock items are tracked by store employees. Reviews out of stock item reports to manage levels to company expectations. Ensures Department Managers are reporting warehouse shortages so credit may be given on products not received. Manages distress / shrink levels for each department within the store. Coordinates preparation of sales floor and backroom for grocery, GM/HBC, and liquor inventories.
Price Control: Observes and inspects all shelves and displays for mismarkings, illegible markings, unmarked items, out of stock conditions, facing, improper shelf space allocation, etc. Assigns employees to make price changes. Reviews price and accuracy audits.

Scheduling: Supervises the scheduling of store personnel. Consults with other management and department heads regarding which employees to place on which shifts and assignments. Prepares store schedules (e.g., work, vacation). Verifies that schedules are consistent with sales forecasts and projections. Verifies that time cards are completed and audited according to company policy. Calculates labor hours, premium hours, overtime, verifies time reported versus schedule, etc. Reviews Time and Attendance Reports; reviews cumulative hours report. Decides or approves when overtime is necessary. Determines when to call in additional employees to maintain adequate staff.

Security: Performs a security check by walking throughout the store looking for signs of security risks. Observes and takes appropriate action with shoplifters. Observes front end for clerks checking out friends and relatives, till tappers, placing money in register without ringing up item, under-ranging, short change artists, employee collusion, etc. Watches for suspicious looking people who may be canvassing store for potential robberies or thefts. Instructs employees in handling robbery situations. Responds to robberies in accordance with company policies and procedures. Follows procedures on employee purchases. Checks to make sure that all funds are secure according to policy. Alerts others regarding bad checks. Requests lock and combination changes. Ensures employees receive training in “Shoplifting Apprehension”. Reviews paperwork necessary to identify potential theft by employees.

Maintenance, Safety and Sanitation: Inspects malfunctioning machinery and equipment. Orders repairs on machinery and equipment. Reviews repair and maintenance work for quality of work and cost of job. Discusses equipment problems and proper maintenance procedures with repair person. Instructs employees to properly use store equipment. Administers company safety and fire prevention programs. Calls police, fire department or ambulance in emergencies. Identifies and corrects any unsafe or unsanitary conditions. Checks refrigerated cases for proper temperature, condensation, and cleanliness. Checks physical condition of signs, displays, shelves, racks, permanent ends, etc. Assigns specific cleaning and sanitation to others. Reviews sanitation inspection with appropriate subordinates. Follows up to assure sanitation deficiencies have been corrected and prepares written reports of correction to division office. Checks temperature control in all departments. Manages public liability claims to the maximum dollar amount set by the Claims Department. Educates employees on proper dating procedures (e.g., baby formula). Reviews “first in, first out” (FIFO) rotation rules with employees. Participates in Store Safety Committee Meetings.

Buying, Ordering and Stocking: Provides guidance and instruction to order writers. Supervises follow through on submitting store orders on time. Follows up on delivery problems (e.g., overages, shortages, breakages, late deliveries, etc.). Communicates expectations to stocking crew. Implements proper ordering, rotation, and dating policy practices. Communicates expectations regarding acceptable corporate out-of-stock levels.

Sales Floor Management: Establishes priorities for employee work assignments. Identifies improper merchandising on floor (e.g., boxes on floor, shabby displays, etc.) and gives necessary directions for correction. Reviews and inspects follow through of employees completing assignments for quantity and quality of work. Makes sure that appropriate employees are out on sales floor. Revises checkstand schedule as needed throughout the day. Observes checkstands to see that front-end personnel are courteous to customers, accurate, checking bottom of baskart, quickly checking customers out, etc. Bags groceries during busy periods. Performs price checks to assist cashier. Inspects all departments periodically throughout the day. Delegates others to supervise front-end. Reviews and revises employee assignments based on current needs. Discusses procedures and deadlines on store assignments with employees. Monitors the front end during day shift for operational deficiencies.

Human Resources: Determines hiring needs for the store. Selects individuals for store employment. Interviews and/or tests potential employees. Implements programs for equal employment and promotion opportunities. Performs new employee orientation. Conducts employee performance appraisals, or delegates performance appraisal responsibilities to others when appropriate. Seeks assistance from Human Resources and/or other administrative offices regarding employees, when appropriate. Approves store employee promotions. Handles requests for transfer and transfers employees to other stores. Handles complaints of employment discrimination in conjunction with Human Resources. Reads, understands, and manages within union contract regulations. Handles employee union grievances in conjunction with Human Resources and Labor Relations. Ensures Safeway Policies and Procedures are followed within the store. Reviews Employee Turnover Reduction Report.

Employee Development: Provides feedback to employees on job performance. Discusses specific employee performance, training needs, and overall potential with management personnel. Identifies employees who are
most qualified for promotion. Instructs and trains employees in learning job tasks. Counsels employees on aspects of job performance, career development, personal problems and work scheduling. Where appropriate, delegates training responsibility for developing employees. Listens to complaints and problems of employees and takes appropriate action. Utilizes disciplinary procedures. Motivates employees to enhance performance. Sets performance expectations and goals for employees. Communicates and monitors employee performance against expectations and goals. Ensures employees are given proper access to training and resources to be effective in their positions. Provides on-the-job training and coaching to new employees for customer service and general orientation to the store. Coaches and mentors employees to achieve promotional opportunities.

Management Communications: Confers with District Manager to discuss division priorities, and opportunities at district meetings. Discusses and determines with subordinates how to order, display, or stock merchandise. Provides subordinates with a list of what needs to be done (e.g., checking displays, cleaning up, suggestions to order writers, etc.). Discusses operating results with subordinates (e.g., labor hours, gross or net profit, shrinkage, etc.). Sends written communications to supervisor regarding operations and personnel. Works closely with department heads, keeping them informed of matters that affect them and their performance (individual and departmental). Keeps all employees informed about matters that concern them or their jobs. Communicates upwards with supervisor and management on problems, recommendations for change, effectiveness of plans and merchandising decisions. Seeks counsel and guidance from the supervisor and staff in order to enhance the achievement of store objectives and goals. Carries out assignments given by supervisors. Attends administrative meetings. Conducts in-store meetings. Confers with the Assistant Store Manager to manage store operations and personnel. Interacts with other Store Managers to share information, (e.g., within the District to share personnel when needed).

Profit and Business Plan Management: Makes daily/weekly sales projections. Reviews and approves department budgets. Develops and implements plans for achieving departmental objectives. Calculates weekly or daily sales recap for all departments. Reviews and monitors store’s financial indicators (e.g., sales operating income). Reviews and monitors sales strategy with Department Managers.

Office Administration: Reads, sorts, distributes, and acts on mail as appropriate. Places and receives telephone calls to communicate with other stores, administration offices, customers, employees, etc. Maintains reports and records required to document store performance and activities. Maintains employee records. Analyzes reports and operational information to determine and identify objectives (i.e., shrink results, perishable grosses). Maintains effective store procedures in line with company policies, procedures, and guidelines. Transmits chain calls (regarding stolen checks, price changes, etc.). Adheres to policies and procedures of federal, state and local regulatory agencies. Accesses the company Intranet for retrieving company information, forms, reports and resources. Transmits and receives messages through the electronic mail and voice mail systems.

Knowledge and Skill Requirements

- Communication, Interpersonal
- Courage, Self-Confidence
- Customer Service
- Stress Tolerance
- Professional Integrity
- Problem Resolution
- Influencing
- Flexibility
- Leadership
- Initiative
- Coaching, Developing Others
- Planning and Organizing

Internal Customer Contact

Will have frequent contact with Department Managers, other Store Managers, District Manager, Field Merchandisers, and other divisional and corporate internal customers.

External Customer Contact

Will have highly frequent customer contact. This includes interacting with customers by greeting them properly, demonstrating knowledge of products, offering selling suggestions, handling customer complaints and issues, handling special requests, and leading by example for superior service in the store.

Physical Demands

Required to repeatedly use hands, arms, legs, and feet for sustained action (e.g. walking around the store, stocking, rotating product). Ability to stand 100% of shift. Ability to work in a fast-paced production environment.

Work Environment

Works near and around mechanical parts including slicers and toxic chemicals used for cleaning and sanitation.

Travel Requirements

May be required to travel for training, participation in corporate programs, or to assist other stores as necessary.