



Southern Convenience Stores Job Description

Job Title: Convenience Store Manager
Reports To: Company Owner
Prepared Date: 1/26/2010
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SUMMARY

The Convenience Store Manager is responsible for the efficient and profitable operation of a single unit retail location. Managers oversee the daily operation of the store, oversee the development of all employees within the store and ensure the best customer service standards are in place. Managers work any position necessary to see that the store operates within Company standards and expectations. Managers work an average of 50 hours per week.

RESPONSIBILITIES BY COMPETENCY: (**denotes an essential function of the position*)

Business Results Orientation

- **Operate store within company guidelines to achieve sales and profit.*
- **Understand how to perform financial analysis and attain expected store sales, profits, and margins.*
- **Protect company assets at all times by: ensuring bank deposit is completed in a timely manner on a daily basis; accurately posting markups/ downs, store use of merchandise, voids and write offs within established guidelines; control of the inventory in the store and complete necessary counts; investigate all cash sales, cash or operating discrepancies and report findings to management in a timely manner.*
- Examine the marketplace for changes that may affect the business.
- Develop promotions to increase sales and profits while providing customer satisfaction.
- **Ability to work an irregular schedule, including 40+ hours per week and some evenings and weekends.*
- **Maintain regular attendance and follow designated safety practices.*
- Perform other duties not listed as required.

Communication

- Meet all daily, weekly, and monthly reporting and information requirements.
- Hold monthly store meetings with all employees to discuss policies, procedures, store happenings, and safety issues.
- *Immediately contact personnel at Home Office or Company Owner when an employee or customer injury occurs on Company property.
- *Interact with vendors ordering, placing displays, negotiating promotions, and building a sound working relationship.
- *Communicate store results with employees and celebrate store successes with the team.

Customer Service Orientation

- *Meet all customer needs as efficiently and effectively as possible by providing superior customer service.
- Follow up on all customer requests, complaints, or suggestions.
- Know all customer service numbers and try to improve their performance, ie: average customer purchase, customer counts, etc.
- *Effectively staff store to meet customer service needs while also following sales per man hour guidelines.
- *Lead excellent customer service by example, promoting customer awareness and a customer-focused mindset among all employees.

Developing Talent

- *Maintain a competent and professional work force and train and develop employees as needed for further growth.
- Utilize the K.E.Y.S manual to ensure all Assistant Managers receive the proper training required to efficiently and effectively run a convenience store operation.
- *Evaluate staff as dictated by Company policy.
- Contact office personnel and Company Owner for advice or assistance in hiring, counseling, appraising, or terminating as necessary.
- *Ensure staff adheres to policies and procedures defined by Company policy, training guide, job description, etc.
- *Lead staff in maintaining unit to promote a positive store image and atmosphere that is appealing to customers and falls within management expectations.
- *Complete certification requirements for a Convenience Store Manager within required timeframe.

Safety

- Review monthly store safety inspections.
- Attend and participate in safety meetings.
- *Work diligently to correct safety deficiencies in a timely manner.
- *Investigate all work-related and/ or customer injury/ property damage accidents, identifying the conditions responsible and corrective action needed.
- *Complete safety training required for this position.
- *Follow all safety policies and procedures.
- *Inform Owner of unsafe conditions and behaviors, and recommend how to correct or eliminate them.

- ***Report all work-related injuries immediately, and seek Owner approval to authorize medical treatment.**
- Cooperate with the medical provider, and follow the treatment plan and Return-To-Work Program.
- Work hard to avoid preventable accidents.

Technical Expertise

- Adhere to all city, county, and state regulations, including but not limited to the sales of age-restricted products.
- Familiarize self and staff with Company Policy Manual, bulletins, memos, and other publications.
- Review security tapes on a weekly basis and enforce Company policy regarding security system. Conduct positive and negative feedback meetings with store staff through video monitoring.
- Calculate and monitor Sales Per Labor Hour figures to ensure compliance with Company standards.
- Implement maintenance and cleaning checklist to ensure all areas are clean, safe, and operating to maximum efficiency and take immediate action to rectify any safety or maintenance problems.
- Merchandise effectively with appropriate signage and maintain inventory levels that promote an attractive store, yet are not burdensome or cluttered.
- Make sure all promoted items are priced with signage and all in-store items are priced with tag.
- Understand and utilize all electronic systems used in daily operations.
- Complete required cash audits and investigate any discrepancies.

SUPERVISORY RESPONSIBILITIES

Direct: Assistant Manager, Shift Leader, Sales Associate, Maintenance Associate (where applicable), Food Service Associate. Convenience Store Manager is responsible for the overall direction, coordination and evaluation of each person. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include planning, assigning and directing work; managing training and certifications; appraising performance, rewarding and disciplining employees up to and including termination with supervisor's approval; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (**denotes an essential qualification of the position*)

Education: ***Required:** Equivalent to High School diploma
Preferred: Associate's or Bachelor's Degree

Experience: Over 3 years up to and including 5 years convenience store, fast food (QSR), restaurant, or equivalent field experience. Non-convenience store experience must be in a management position.

Language Skills: *Ability to read, write, speak, and understand English in a manner that is sufficient for effective communication with groups of managers, clients, customers, and the general public.

Skills and Abilities: Intensive knowledge of a specialty field and the use of a wide range of procedures. Ability to use own judgment in the analysis of facts and circumstances surrounding individual problems and transactions and in the determination of actions to be taken within the limits of standard or accepted practice.
*Ability to work an irregular schedule, including 40+ hours per week and some evenings and weekends.
(May be representative, but not all-inclusive of those commonly associated with the position)

**Technology, Tools
And Equipment:**

*Computer, *Microsoft Office, *Cash Register, *Telephone, *Safe, *ATM,
*Familiarity and comfortable with using computers and relative software,
*Computer Data Entry, *Other equipment necessary for convenience store operations, *Other equipment necessary for food service operations,
*Copy/Printer/Fax, *Hepatitis A vaccination where required.

**Certifications, License
and/or Registrations:**

None required, Food Service Safety Certification required through County Health Department within time period. Continuing education through classes, seminars, events, and trade shows as required by Ownership. Certification is proper alcohol and tobacco selling practices required to maintain.

PHYSICAL DEMANDS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.