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| Job Title | Retail Store Manager |
| Department | Retail |
| Reports To | Director of Operations |
| FLSA Status | Exempt |
| Last HR Review | 2021 |

Principal Function: The Retail Store Manager is responsible for the day-to-day operations of the retail store.

Essential Duties and Responsibilities: Duties include, but are not limited to:

1. Ensures that the store is open during scheduled core hours.
2. Provides customer service by greeting and assisting customers and responding to customer inquiries and complaints and educates staff on the same.
3. Monitors sales activities to ensure that customers receive exemplary service and quality goods.
4. Keeps records of purchases, sales, and requisitions.
5. Opens and closes cash registers, performing tasks such as counting money, separating charge slips and vouchers, balancing cash drawers and making deposits.
6. Maintains knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
7. Performs work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
8. Designs and implements the visual presentation of displays on the sales floor in order to optimize customer sales.
9. Maintains an adequate inventory, performs inventory counts, and rotates stock, as needed.
10. Compiles the order list and communicates with the General Manager of purchasing for products that need to be replenished.
11. Implements and maintains store procedures to keep high levels of customer satisfaction.
12. Relays any issues from the day, or any situations that need communicated to the proper department.
13. Teaches other store employees about new products, as needed.
14. Ensures that the correct closing procedures are followed.
15. Maintains the database of customer information with accuracy.
16. Recommends and implements improvements for greater efficiency and effectiveness.
17. Reviews and educates employees using the company hazard communication plan, including, but not limited to: proper storage, transportation of, and handling of chemical products.
18. Coordinates with vendors and schedules all new product training for employees.
19. Enforces and complies with safety, health, and security rules.

Supervisory Responsibilities: Supervises the Retail Customer Service Leaders. Employee carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include, interviewing, hiring, and training employees; planning,



assigning, and directing work; scheduling and approving time worked; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Competencies: To perform this job successfully, all employees at Angie's Pool & Spa, Inc. should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping one's emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments; Remains open to others' ideas and tries new things.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Oral Communication** – Speaks clearly and persuasively in positive and negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Job-related Competencies – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.



- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Education and/or Experience: A bachelor's degree (B.A. /B.S.) in retail management, business administration, business management or other related field is required, and two years related experience and/or training. Previous experience working in retail management is required. Supervisory experience is desired. Previous experience working in the pool and spa industry is desired.

Other Skills and Abilities: The following skills and abilities are either required or desired.

- Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint, and Adobe.
- The ability to operate the Point of Sale (P.O.S.) system and diagnose problems when necessary is desired.
- A working knowledge of retail management principles, practices and procedures is required.
- A working knowledge of water chemistry in order to diagnose water tests correctly is required.
- The ability to plan for, complete, and implement assignments and responsibilities in a timely manner is required.
- The ability to manage multiple projects in a fast-paced, deadline-driven environment is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine, and other office equipment is required.
- The ability to speak, read and write in English is required. Spanish is desired.

Physical Demands: The physical demands described here 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 duties and responsibilities.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will sit. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell; and lift and/or move up to 50 pounds without an assistive device.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable



accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, toxic or caustic chemicals, fumes or airborne particles, and the risk of electrical shock when working with store displays and office equipment. The noise level in the work environment is usually quiet to moderate.

While Angie's Pool & Spa retail store is open from 9:00 a.m. to 7:00 p.m., Monday through Friday, 9:00 a.m. to 4:00 p.m. on Saturday, and 11:00 a.m. to 3:00 p.m. on Sunday, this position may require work beyond these hours, as needed. It also may require occasional local travel. Thus, a valid driver's license is desired.

SIGNATURES:

Incumbent's Signature

Incumbent's Printed Name

Date

Director of Operations' Signature

Director of Operations' Printed Name

Date