

# GROCERIES FOR LESS

## Job Description

### Job Identification

Job title: Store Manager  
Job grade: 5  
Status: Exempt  
Department: Operations  
Reports to: Operations Manager  
Supervises: Grade 6-8

### Job Summary

Planning, organizing, leading, and controlling all store staff, resources, and operations to ensure efficiency, safety, and quality customerservice

### Tasks, Duties, and Responsibilities

- Supervises shift supervisors, customer service managers and representatives, cashiers, cleaning crew, and other personnel
- Performs inventory controls, including working closely with suppliers and stocking staff to ensure timely restocking and replacement of perishables, and maintaining physical controls to minimize spoilage and shrinkage
- Designs, coordinates, and communicates schedules on a weekly basis to ensure adequate staffing of all shifts
- Works with head office personnel to plan and implement marketing strategies, advertising campaigns, weekly sales, seasonal specials, and other store functions
- Leads the process of staffing and training all store personnel
- Conducts annual performance reviews for all store personnel, and makes salary and promotion recommendations
- Investigates and resolves customer complaints brought to his or her attention
- Enforces sanitary practices for food handling and general store cleanliness
- Complies with all health and safety regulations
- Reports accurate and timely store-level financial statements
- Performs other duties as assigned by management

## Job Specification

### Minimum Qualifications

- Bachelor's degree in Business Administration or related field
- Three years of managerial experience, preferably in retail
- Excellent communication, organization, leadership, time- and conflict-management skills
- Ability to multitask, work independently, and operate under pressure