

JOB DESCRIPTION STORE MANAGER

Reports to: Operations Manager / Owner

Division: COWS Retail and Ice Cream

Summary of Position:

This person is responsible for the efficient management and productivity of the COWS store. This person is also accountable for the overall operation of the store as well as the motivating and maintaining of staff relations. This candidate must be able to read and comprehend financial statements.

Duties include (but are not limited to):

- Demonstrating COWS World Class Service
- Greeting and serving customers
- Being competent in all aspects of work done by sales people, scoopers, supervisors, and assistant managers
- Completing payroll summaries
- Being aware and having a working understanding of company policies
- Displaying strong leadership skills
- Being involved in the hiring process
- Carrying out employee evaluations
- Motivating employees
- Holding regular staff meetings
- Addressing employee and customer concerns
- Planning and conducting training sessions with assistant managers and supervisors
- Being familiar with store evaluation procedures
- Being responsible for ensuring the preparation and submission of financial reports on a timely basis
- Scheduling
- Ensuring that all Bank deposits are completed and confirmed with receipt from the Bank
- Ensuring that all completed paperwork is sent to the Accounting Office on a Daily as well as Weekly Basis

Qualifications:

This position requires a person whom:

- Is energized by customer interaction
- Has strong verbal and communication skills
- Has the ability to build a relationship with the customer and staff
- Has a good understanding of product knowledge
- Has a competitive spirit and a desire to sell
- Has positive problem solving skills

- Is creative
- Has strong leadership skills
- Has strong organizational skills
- Has outstanding sales ability
- Has the ability to read and comprehend financial statements
- Has strong delegation skills
- Has a sense of humor
- Has the ability to radiate positive energy through the store
- Has an understanding of basic computer programs
- Previous management experience an asset

Physical Requirements:

- Repetitive tasks, especially in the wrists
- Bending, Lifting up to 30 lbs.
- Standing for the duration of the shift

Other Requirements:

- Reliable transportation
- Availability from mid-May to October (preferably)