

# Job Description

## Store Manager

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Store Manager is responsible for maintaining the store in order to ensure residents and visitors have access to necessary supplies and accommodations.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Store Manager is responsible for maintaining customer service, maintaining cash controls, purchasing and maintaining the store and motel facilities.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

### 1. Maintain customer services and facilities

#### Main Activities

- Greet customers and provide assistance
- Maintain cleanliness and order in the store
- Clean motel rooms
- Perform laundry duties

### 2. Maintain stock, supplies and inventories

#### Main Activities

- Take inventory
- Order groceries and supplies
- Check received stock against invoices
- Mark prices on stock
- Restock shelves

### 3. Maintain accounts

#### Main Activities

- Record prices in the log book
- Receive cash and provide correct change
- Operate the cash register
- Balance cash receipts
- Make deposits
- Record visa and debit accounts
- Maintain a manual general ledger
- Print and record receipts

- Reconcile bank statements
- Keep track of customer credit
- Collect receivables

4. Perform other related duties as required

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- ✓ customer service
- ✓ accounts payable and accounts receivables
- ✓ office administration
- ✓ store and motel management and administration

### **Skills**

The incumbent must demonstrate the following skills:

- ✓ excellent customer service and interpersonal skills
- ✓ bookkeeping skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal and listening communications skills
- ✓ effective written communications skills
- ✓ computer skills including the ability to operate a cash register, computerized accounting, spreadsheet and wordprocessing programs at a highly proficient level
- ✓ time management skills

### **Personal Attributes**

The incumbent must also demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate sound work ethics

The Store Manager would normally attain the required knowledge, skills and attitudes through related in experience in a retail setting. Equivalencies will be considered.

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Store Manager will have to spend long hours standing and stocking shelves. The Store Manager will have to do lifting of stock, supplies and materials and must complete light housekeeping and laundry duties for the motel.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The Store Manager may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of customers.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

The Store may be noisy and busy making it difficult for the Store Manager to concentrate.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Store Manager will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

## CERTIFICATION

Employee Signature	Supervisor's Title
Printed Name                      Date	Supervisor's Signature              Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
Senior Administrative Officer's Signature              Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.