

Retail Assistant Manager Job Description

Reports to: **Manager**
Division: **COWS Retail**

Summary of Position:

The Assistant Manager is responsible for the overall day to day operation of the store in the absence of the manager. The retail assistant manager will be retail focused, but will also be responsible for overseeing the operation of the ice cream counter in the absence of the manager and ice cream assistant manager. This includes being accountable for the daily staffing and general administrative duties as well as providing leadership in the area of customer service.

Duties include (but are not limited to)

- Demonstrating COW WOW Service: "All COWS customers must receive above and beyond care and attention- better than would ever be received anywhere in the world at all times!"
- Greeting and serving customers
- Being competent in all phases of work done by sales people, scoopers and supervisors
- Displaying skills in leadership
- Being the liaison between staff and management
- Handling staff concerns
- Opening and closing the store
- Preparing bank deposits
- Receiving inventory from supplier
- Handling cash - making change
- Determining customers needs
- Having a keen awareness of product knowledge
- Having knowledge of in store merchandising
- Restocking merchandise
- Keeping the store tidy and clean, including counters and seating areas
- Assisting in training of sales and supervisory staff
- Other duties as assigned by manager

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 strong team spirit
- 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 a sense of humor

Physical Requirements:

- Ability to lift up to 30 lbs. / Bending
- Standing for the duration of the shift

Other Requirements:

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

