

Wolf River Development Company
Save A Lot - Keshena

Title: Store Manager
Reports to: WRDC-General Manager
Location: Keshena Wisconsin
Grade: 14 - EXEMPT
Date Revised: 4/12/18

POSTING: OPEN UNTIL FILLED
Status: Exempt – Full Time
Posted Date: 07/27/2018
Closing Date: OPEN
Minimum Pay Rate: Negotiable

1st Posting is 5 days and is limited to Enrolled Menominee Members. **2nd Posting** is open to the general public.

Applications can be obtained at and returned to: Wolf River Development Company, Office is located at the Menominee Tribal Office, W2908 Tribal Office Loop Rd, Keshena, WI 54135

Position Summary

The store manager will plan and direct the day-to-day operations of the store. The Store Manager reports directly to the Wolf River Development Company General Manager. Store Manager will hire, train and develop store personnel; provide strong leadership that projects a positive image to employees and customers. The manager develops strategies to improve customer service, drive store sales, increase profitability, ensure customer needs are met, complaints are resolved, and service is quick and efficient. Ensures all products and displays are merchandised effectively to maximize sales and profitability. Forecasts staffing needs and oversees that hours staffed meet a specified sales per employee hour ratio. Leads and directs the work of others. Monitor and manage product shrink, Sale Per Employee Hour (SPEH), ordering and merchandising to meet company and store goals. Maintain store conditions to meet or exceed company standards. The manager must be prepared to think and act quickly during all situations while modeling our mission, vision, and objectives. Other duties may be required as requested by the General Manager.

Knowledge, skills, and abilities:

- Ability to communicate effectively with staff, customers, and management of WRDC
- Ability to understand and own the responsibility for sale, profits and expense management of the store.
- Knowledge of product freshness, quality, and quantity to ensure complete customer satisfaction.
- Knowledge of safe sanitary practices to ensure food safety in compliance with all applicable industry standards and laws.
- Knowledge of implementing loss prevention strategies to eliminate theft including operation and monitoring of store surveillance system.
- Ability to prioritize store operational activities and delegate efficiently.
- Ability to train, coach and develop store personnel in a manner that ensures the team concept, meets performance measures, and minimizes turnover.
- Ability to analyze sales in comparison to labor costs and make necessary adjustments to meet targeted Sales Per Employee Hour (SPEH).
- Knowledge of grocery store pricing strategies to achieve desired profit.
- Ability to provide accurate weekly, monthly and annual reports.
- Skills in hiring, disciplinary actions, performance reviews, coaching, development of work plans, and provide efficient work direction to effectuate employee performance.
- Perform other duties as assigned by the general manager (GM) or the board chairman in GM absence. 1

Other Requirements

- Good communication skills
- Knowledge of basic computer skills to process required reports in Microsoft word or excel
- Must have a proven strong work ethic and professional integrity.
- Must comply with all company policies, including all accounting procedures.
- Must properly maintain store conditions in compliance with company standards.
- Ability to stoop, bend, pull and push heavy skids of products with pallet jack, grasp objects and climb.
- Must be able to bend and lift materials up to 50 pounds frequently.
- Must work no less than 40 hours per week.
- Must be able to work closing shift at least two nights per week including possible weekends or holidays.
- Ability to operate POS system, cash register, meat prep equipment, scrubber, pallet jacks, scales, and other typical grocery store equipment.
- **Must have a valid State Issued Driver's License.**

Minimum Qualifications

Associate's Degree is required; Bachelor's degree is preferred in Business Management or closely related field. Must have a minimum of three years' customer service and positive supervisory experience in a retail setting. Proficiency in computer applications, cash handling, and reconciliation performance. Excellent math skills. Previous grocery store experience of at least 1 year with POS experience is required. Must be familiar with WIC & EBT transaction requirements. Must not have any felony or misdemeanor convictions or pending investigations involving crimes of dishonesty. Applicant may be subject to a criminal background check.