



POSITION DESCRIPTION

POSITION TITLE:	Retail Sales Assistant Store Manager
DEPARTMENT:	Retail
CLASSIFICATION:	FT; Non-Exempt; Hourly
POSITION REPORTS TO:	Retail Sales Store Manager; Retail Manager
POSITION SUPERVISES:	Retail Store Staff
APPROVAL:	GC

OVERVIEW

We expect and encourage our employees to make positive contributions to the Lake Champlain Chocolates' culture by aligning personal behaviors with the company's vision, mission and core values.

As such, the position holder is expected to consistently AMAZE our customers, VALUE and encourage team member excellence and well-being; CARE for our community and environment; and GROW through innovative leadership, planning and execution. We respect individual initiative and creativity, demand attention to detail, and strive for the highest measures of quality in all that we do. It is through dedication to this vision that Lake Champlain Chocolates can become the gold standard of gourmet chocolate.

POSITION SUMMARY

Assists the Retail Sales Store Manager to oversee the operation of a specific Retail store. Assists in managing the work of Retail salespersons and cashiers. Helps ensure that customers receive great service and quality goods while promoting the LCC brand.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Assists with interviews, hiring and training of all store employees.
2. Assigns workers to specific duties and tasks and helps resolve any scheduling conflicts when the Retail Sales Store Manager is absent.
3. Upholds company policies, standards and philosophy.
4. Assists the Retail Sales Store Manager in implementing policies and procedures for the store.
5. Acting manager in absence of Retail Sales Store Manager.
6. Coordinates sales promotion activities.
7. Orders retail products.
8. Assists with monthly inventory.
9. Oversees all kitchen/production activity.
10. Responsible for training, motivating and team building.
11. Accountable for all employees' actions when the Retail Sales Store Manager is absent.
12. Receive orders on Tuesday and Friday of each week.
13. Report any order variances to Retail Administrative Assistant.
14. Ensure proper safe levels during Retail Sales Store Manager's absence.
15. Oversee projects and tasks through to completion.
16. Reconcile cash with sales receipts.
17. Maintains positive relations with vendors and suppliers.

PERFORMANCE MEASUREMENTS

1. Store operates in accordance with established procedures and policies.
2. Administrative functions are carried out quickly, accurately, and efficiently.
3. Superior performance in customer service, communication, and building the LCC brand identity.
4. Maintains and documents accurate and appropriate inventory levels.
5. Creates a positive, high-quality and respectful work environment that results in improved productivity and turnover reduction.
6. Implements and manages expected visual merchandising and marketing standards.
7. Provides timely and accurate data to the Retail Sales Store Manager regarding Retail activities.
8. Meets or exceeds fiscal responsibilities.

QUALIFICATIONS

EDUCATION/CERTIFICATION:	High School graduate or equivalent with additional training in Retail Sales, Customer Service, Food Service.
KNOWLEDGE REQUIRED:	Retail sales, customer service, and/or food service, preferred.
EXPERIENCE REQUIRED:	One to two years of related experience in retail sales, customer service and/or food service. Experience supervising others, giving direction, working on a team, communicating effectively
KEY SKILLS AND ABILITIES:	<p>Must be able to become familiar with and follow the policies and procedures of the company as well as the employee handbook.</p> <p>Enthusiastic and pleasant personality.</p> <p>Honest with high degree of integrity.</p> <p>Exhibit a positive attitude.</p> <p>Ability to give, receive and act on feedback.</p> <p>Ability to assist and support others.</p> <p>Responsive and relates well to supervisor/manager.</p> <p>Well-organized, accurate and strong attention to detail.</p> <p>Remains calm and composed under pressure.</p> <p>Dedicated to delivering quality.</p> <p>Able to work well with others; build and maintain positive employee relations; team player.</p> <p>Respectful, courteous, and professional manner.</p> <p>Ability to multi-task and prioritize.</p> <p>Able to set, manage, measure and complete tasks on time; plan effectively and follow through.</p> <p>Integrity with ability to maintain confidentiality, use discretion and tact.</p> <p>Solid interpersonal, public relations and customer service skills.</p> <p>Excellent communication skills.</p> <p>Independent and self-directed.</p> <p>Effectively manage diversity in order to maintain a fair and respectful work environment.</p> <p>Results oriented. Strives for continuous improvements.</p> <p>Ability to effectively deal with customers on the telephone, in-person, and via e-mail.</p> <p>Proficiency in Microsoft Office Products to include Word, Outlook, Access, Excel.</p> <p>Proficiency in operating a cash register.</p>

PHYSICAL ACTIVITIES AND REQUIREMENTS

DEXTERITY:	Use primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
SPEECH:	Must be fluent in English. Ability to convey and/or follow detailed or important instructions or ideas accurately, loudly, or quickly.
HEARING:	Able to hear and comprehend average or normal conversations and receive ordinary information.
REPETITIVE MOTIONS:	Able to frequently and regularly perform movements using the wrists, hands and/or fingers. Required to stand and/or walk for prolonged periods of time.
VISUAL ABILITY:	Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate machinery.
PHYSICAL STRENGTH:	Medium work; exerts up to 50 lbs. of force occasionally, and/or up to 20-30 lbs. frequently, and 10 lbs. constantly.

WORKING CONDITIONS

ENVIRONMENT:	Retail environment.
TEMPERATURE:	Subject to moderately cool air conditioned controlled environment.
SCHEDULE:	Works 40 hours per week; 30 minute lunch. May include occasional night and/or weekend hours. May include extended hours during peak seasons. Subject to flexible and additional hours. Overtime is required as needed.
INTERACTION:	Extensive public contact.

MENTAL ACTIVITY AND REQUIREMENTS

REASONING ABILITY:	Ability to deal with a variety of variables under only <u>limited standardization</u> . Ability to <u>interpret</u> various instructions.
MATHEMATICS ABILITY:	Ability to compute discount, interest, profit, and loss; commission markup and selling price; ratio and proportion and percentage. Ability to draw and interpret graphs.
LANGUAGE ABILITY:	Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling and grammar. Ability to communicate directly and distinctly with appropriate pauses and emphasis; correct punctuation (or sign equivalent), and variation in word order; using present, perfect, and future tenses.

INTENT AND FUNCTION OF POSITION DESCRIPTION

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.