

PENDLETON GRAIN GROWERS, INC.

Job Description Guidelines for
Managerial and Supervisory Positions

Position Title: Retail Store Manager		rev. 5/2008
Wage/Hour Status: X Exempt X Full-time		
Division: Retail	Department:	Retail Store
Location: All Locations	Grade Level:	3 5 DOQ
Title of Immediate Supervisor:		Retail Division Manager
Title of Positions Directly Supervised: All personnel required for operation of retail facility.		
Job Description:		
Approved by: _____	Title: _____	Date: _____
Grade Level Assignment:		
Approved by: _____	Title: _____	Date: _____

Position Objective and Responsibilities

Basic Job Purpose

To direct, promote, and coordinate the store operations in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Principal Duties and Responsibilities

The store manager's responsibilities involve supervision, marketing, profitability and sales, reporting, purchasing, resale pricing, inventory, service, maintenance, and other duties as assigned by management.

The store manager will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Supervision

Supervision involves establishing and communicating store goals and results to employees, staffing the store and delegating the workload, actively supporting employee growth, and upholding cooperative policies.

Establish and communicate store goals and results to employees

1. Establish store goals with assistance from the Retail Division Manager
2. Conduct store planning and updating meeting within 4 weeks of fiscal year end
3. Conduct store planning and reporting session within 10 days upon receiving the monthly management report
4. Direct and coordinate the preparation of facility capitol and operating budgets and control expenditures within approved budgets.

Staff store and delegate work load to meet market requirements

1. Establish and update job descriptions for all positions within the store
2. Select, hire and terminate employees based on job requirements and performance
3. Staff and adjust work force to fit seasonal needs with a minimum of unproductive labor costs
4. Employ seasonal work-sharing arrangements to minimize layoffs and unemployment compensation costs

Actively support employee growth

1. Schedule and supervise orientation for new store employees
2. Update employees regularly on new product knowledge
3. Identify annually in writing training needed for individual employees
4. Discuss performance as needed with each store employee with at least one formal performance review per year.
5. Complete and administer a yearly merit review with each store employee following management approval
6. Stimulate and develop positive morale and team spirit that leads to high productivity
7. Actively work to increase personal skills and knowledge

Uphold cooperative policies

1. Uphold all cooperative policies
2. Ensure that store facilities and equipment meet all federal, state, and OSHA regulations
3. Inform all customers of safe product handling
4. Develop and update a regular maintenance schedule for all store facilities and equipment
5. Communicate Company policies, plans, and programs to personnel within your department and regularly inform management of all activities and/or conditions that are pertinent to the goals and objectives or well being of the Company.

Marketing

Marketing involves developing and implementing an annual marketing plan, directing store marketing activities, and developing an annual sales and promotion program.

Develop and implement an annual marketing plan

1. Submit store's marketing plan to the Retail Division manager by Nov 1st
2. Review the following marketing activities with the Retail Division Manager by the 10th of each month:
 - Sales call recap
 - Market share report
 - Sales analysis report
 - Strategy review report
 - Competitive pricing analysis report
 - Sales promotional efforts
 - Plans for the following month

Direct store marketing activities

1. Review store sales goals with store employees each month
2. Review the following marketing activities with store employees each month:
 - Sales call reports
 - Market share report
 - Sales analysis report
 - Strategy review report
 - Competitive pricing analysis report
 - Sales promotional efforts
 - Plans for the following month

Develop an annual sales and promotion program

1. Establish an advertising expense budget at the beginning of each year; review with and get Retail Division Managers approval
2. Hold one major customer appreciation sale each year, at least six minor sale each year and assist in the annual Spring Spectacular event

Profitability and Sales

Profitability and sales involves establishing and achieving store profitability and sales goals, and increasing the store's market share through regular sales efforts.

Establish and achieve store profitability and sales goals

1. Establish and achieve the profitability and sales goals identified in the annual budget

Increase market share through regular sales efforts

1. Review sales reports monthly with store employees
2. Review daily reports with salespeople weekly and forward the reports to your supervisor
3. Submit sales call recap monthly to management
4. Ensure store staff have current tools to make successful sales presentations

Reporting

Reporting involves submitting all required operational reports to management within the time limits stated below.

1. Submit daily invoices and sales recaps to management daily with no errors or discrepancies
2. Turn in all product receipts and supporting materials to management daily
3. Submit monthly reports to management by the 10th of each month. Monthly reports should include the following:
 - Inventory recap
 - Sales promotion recap
 - Competitive retail market report: semi-annual
 - Employee performance recap
 - Facility and equipment maintenance recap
 - Review outstanding customer reports including credit, complaints, and requests

Purchasing

Purchasing involves purchasing products for resale.

1. Purchase products of quality that will result in a minimum of customer complaints
2. Ensure the cost of products will allow for competitive pricing while still meeting the cooperative's financial objectives
3. Promote and support the Central Purchasing process and make suggestions for improvements.

Resale Pricing

Resale pricing involves establishing prices of products and services.

1. Set prices that are competitive with industry guidelines and local competitors
2. Set prices that allow the cooperative to meet sales and financial objectives

Inventory

Inventory involves managing inventory levels.

1. Develop and maintain a system for monitoring and controlling inventory levels that results in minimal shrinkage
2. Supervise checking of all in-shipments for accuracy against the delivery ticket, proper quantity, price as ordered, and quality
3. Strive to get 3 turns on inventory
4. Clear out obsolete inventories annually
5. Maintain a fiscal year-end inventory to achieve a GMROI of 2.00
6. Resolve discrepancies in daily inventory report forms within 24 hours
7. Maintain inventories at levels to assure service with a minimum of delivery delays, yet maintain inventory turn goals

Service

Service involves providing and promoting the service necessary to meet the store's goals.

1. Ensure all items sold through the store are delivered and installed in a timely manner and in a way which exceeds customers expectations
2. Introduce new products and programs
3. Suggest and detail benefits and features of related products
4. Handle claims and complaints promptly
6. Supervise quality control to assure installation to product specifications
7. Ensure all services provided assist in achieving store profitability
8. Make arrangements ahead of time for coverage of duties in case of a planned absence, such as vacation, or an unplanned absence, such as illness
9. Lose no customers due to services provided by the store

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Maintain a clean and orderly store
4. Arrange seasonal displays
5. Lose no customer due to unsatisfactory equipment performance

Other Duties

The store manager will perform other duties as assigned by management and will enforce and uphold the cooperative’s credit policy.

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative’s credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current

PHYSICAL REQUIREMENTS OF THE JOB:

	<u>Activity</u>	<u>Percent of Time</u>	<u>If Lifting, Approximate Weight (lbs.)</u>
1)	Loading and unloading merchandise		50-100
2)	Stock shelves		50
3)	Assist customers and employees		50

EQUIPMENT OPERATION REQUIREMENTS:

<u>Type of Equipment</u>	<u>Work Performed</u>	<u>Percent of Time</u>
Forklift	Loading and unloading merchandise	
Pickup and other vehicles	Delivering merchandise	
Computer	Look up information – process sales	
Propane dispenser		

MENTAL REQUIREMENTS OF THE JOB:

Ability to read, write and perform mathematical calculations. Ability to communicate, verbally and in writing, with personnel, suppliers, sales people, customers, management and the community.

TRAINING, EDUCATION, & EXPERIENCE REQUIREMENTS:

Formal Education RequiredHigh School Graduate
 Work Experience Required.....3-5 years
 Equipment Operation Experience Required....General training gained on the job

PERFORMANCE STANDARDS FOR THIS JOB:

- 1) Meet departmental revenue and margin generation goals.
- 2) Operate department within budget and maintain efficient vehicle and equipment usage to avoid excess repairs.
- 3) Schedule, train, and motivate staff to efficient and safe performance and process all paperwork promptly and accurately.
- 4) Communicate regularly with employees including monthly department meetings.
- 5) Provide superior customer service to both internal and external customers.
- 6) Provide support at every opportunity in order to provide quality products and outstanding customer service.
- 7) Make suggestions for improvements.

AUTHORITY DELEGATED TO THE POSITION:

Authority	To Decide & Act	To Recommend	Not Applicable
Establish own work plans and schedules	X		
Make method improvements to increase efficiency	X		
Establish and/or revise policies and procedures.....		X	
Hire staff	X		
Promote Staff		X	
Terminate or demote an employee	X		
Make substantial financial or contractual commitment on behalf of the company.....		X	
Redirect the use of funds within approved budget.....	X		
Revise operating policies.....		X	
Change the organizational structure		X	