



Assistant Manager

JOB DESCRIPTION

Summary: The Assistant Manager assists and partners with the store manager to provide the leadership and enthusiasm to drive an exceptional customer experience, overall operation execution and total store results. Assistant Managers support the manager in fostering a high quality work environment that establishes and maintains long-term customer relationships that always exceed the customer's expectations. The position helps lead, and execute all company initiatives, is results driven, ensuring team development, and ensures that sales are exceeded. The Assistant Manager is responsible for assisting the store manager in all aspects of managing a single retail store, including merchandise, inventory, staffing and expense control.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Ensure that each customer receives outstanding customer service by providing a friendly, helpful environment which includes greeting and acknowledging every customer, exchanging names, maintaining outstanding standards, demonstrating solid product knowledge and meeting all other components of company's customer service guidelines.
- Assist in identifying, recruiting, and hiring qualified sales associates.
- Conduct orientation, training and coaching of associates in all aspects of the business to ensure they have the skills, product knowledge and operations skills to provide a consistent, exceptional customer experience.
- Assist in career development, retention and succession planning for store associates.
- Help create appropriate associate schedules based on business needs and payroll.
- Exercise sound judgment in decision making regarding expenditures and how it relates to profit and loss.
- Assist in the safe guarding of company assets, to include store deposits being made in accordance with company procedures, and insuring that necessary funds are available for store operations.
- Adapt management style and approach to a specific situation in order to achieve desired results.
- Exercise judgment and discretion alone, and in conjunction with Store Operations, Corporate Office, Store Manager, Department Managers and any other Assistant Managers, in the day-to day operations of the store.
- Ensure compliance with all policies and procedures through store management.
- Ability to protect, maintain and care for large quantities of live plant material.
- Ensure appropriate merchandise stock levels, merchandise presentations, and signing is current and displayed properly.
- Ensure accurate product inventory including appropriate on-hand counts and timely receipt of goods.
- Responsible for a clean and safe work environment that includes fixtures, shelves, backroom, bathroom, and sales floor according to company policies.
- Foster a pleasant work environment for all associates.

JOB REQUIREMENTS

Qualifications/requirements:

Candidates must have a passion for horticulture, yard/home décor, and seasonal merchandise.

- Minimum of 3-5 years in a retail sales managerial position
- Horticulture knowledge (*Preferred*)

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- Excellent supervisory and leadership abilities to guide and evaluate Supervisors, Department Managers, Sales Associates, and Cashiers
- Proven ability to train and develop sales associates
- Exceptional communication and interpersonal skills
- Great organizational and problem-solving skills.
- Ability to interpret documents such as reports, training materials, operations manual, and other documents.
- Ability to work a flexible schedule, including nights, weekends and Holidays
- Excellent skills in operating personal computers, POS systems, and various software packages including MS Office
- A minimum of a High School diploma or GED