

Job Description

Position: Two Rivers Smoke Shop Manager
Rate of pay: DOE
Reports to: Director
Prepared Date: 09/2018
Approved by: Ronda Metcalf , General Manager

Job Summary:

The manager is responsible for day-to-day store operations, ordering and organization of the facility including scheduling, training and supervising employees. The manager is responsible for the store image (includes but not limited to cleanliness, health and safety) and all controllable expenses including labor, inventory control and cash.

List of Duties and Responsibilities:

- Recruit, train, and supervise retail staff
- Set sales targets and motivate staff to meet those goals
- Manage store budgets and maintain financial records
- Oversee stock levels and order new items when required
- Address customer complaints and issues in a professional manner
- Handle staff conflicts, complaints, and problems
- Prepare various promotional materials and in-store displays
- Ensure compliance with various health and safety regulations
- Collaborate with the Director to ensure store lives up to standards
- Comply with cigarette policies; stay current with marketing programs and promotions
- Oversee and control all funds, including debit, credit and cash operations
- Report and work closely with the Director on a day-to-day basis.
- Perform periodic physical inventory
- Interact with all vendors in a positive manner
- Recommend policies and procedures related to store's operation
- Input all vender invoices into back office system
- Prepare operational reports and analyses setting forth store progress
- Provide the Director with monthly, quarterly and annual reports as requested.
- Perform other duties as assigned.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Requirements and Qualifications:

- Excellent interpersonal communication capabilities
- Customer service-oriented attitude
- Confidence to lead and direct a team of associates
- Ability to stay organized and manage time effectively
- Strengths in leadership, management, team building, and problem solving
- Capability to thrive in a fast-paced and often times high-pressure environment
- Numerical and analytical knowledge to properly manage cash and financial records
- Understanding of basic business management functions
- Enthusiasm and a positive attitude
- Proven competencies in effective communication and management
- Willingness to learn and tackle new challenges
- Current Washington State driver's license and Food Handlers Card

Educational Requirements:

Minimum of high school diploma. Candidates with associate's or higher degree preferred
3+ years of experience working in a retail position with one year supervisory experience.

Mathematical, computer and communication skills:

To perform this job successfully, an individual must have the ability to calculate figures and amounts, using calculators and computers, in order to determine sales, discounts, interest, percentages. Also, the individual must be able to prepare sales reports, proposals and comparisons, compose letters, read and understand contracts and agreements, and must understand POS systems.

The successful applicant also must have knowledge of Internet software including Excel, Word and Outlook, and related specialized software programs such as the SSCS and other POS systems.

Physical demands and work environment:

The physical demands and work environment described here are representative of those an employee would encounter in order to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must be able to speak, read and write English. The employee occasionally is required to walk, sit and stand for long periods of time, use hands and fingers to handle or feel, reach with hands and arms sometimes above shoulder height. The employee must be able to occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision and the ability to adjust focus. The employee must have the ability to freely access all areas of the store including sales floor, stock area, register area, coolers, storage, kitchen, and exterior grounds. The noise level in the work environment usually is moderate.

Cultural sensitivity:

Employees of the tribal enterprises must be culturally sensitive to the customs, traditions, practices and sovereign status of the Sauk-Suiattle Indian Tribe.

Drug free workplace:

Sauk-Suiattle Indian Tribe is a drug/alcohol-free workplace. All employees are subject to a pre-employment and random drug/alcohol tests.

Background Check:

All employees must be able to pass a background check.

This job description does not constitute an employment agreement between SSIT and is subject to change by SSIT as the needs of the tribe and the requirements of the job change.

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