

MOUNTAIN VIEW CO-OP

JOB DESCRIPTION

Feed Store Manager

JOB PURPOSE/SUMMARY

To direct, promote, and coordinate the Feed 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.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Managerial / Supervision Responsibilities

- Knowledge of MVC's products at Feed Store Location and their purpose.
- Able to supervise and manage staffing, delegate workload, and uphold MVC policies
- Report monthly Inventory, complaints, daily invoicing, daily exception reports
- Process orders for other locations as needed
- Assist in competitive market analysis to maintain margins for MVC
- Purchase necessary inventory as needed

Accounting Responsibilities

- Knowledge of Profit and Loss analysis
- Maintain and implement company's credit policy
- Maintain and increase profitability and sales
- Responsible for daily deposits

Customer Service

- Maintain and establish a positive experience to our clients, to include but not limited to location cleanliness, personal hygiene, and professional phone etiquette.
- Reconcile and report customer issues and concerns
- Provide daily feedback to Division Manager

Other Areas of Responsibility

- Assist and manage facility and equipment maintenance
- Maintain necessary safety training and meetings
- Daily use of necessary computer programs specific to MVC
- Assist in other duties that may be assigned to meet business needs

QUALIFICATIONS/REQUIREMENTS

Minimum Education: High School Diploma

Minimum Experience: 2-5 years retail experience

Knowledge/Skills/Abilities: Excellent Customer Service Skills, including phone etiquette
Computer Skills (Word and Excel) Person will be trained on Activant and Agris
Organizational Skills
Attention to detail
Basic Math Skills – Business Finance helpful
Fork Lift Certified

MENTAL AND PHYSICAL DEMANDS

Sitting	35%	Reaching	Some
Standing	20%	Manual Dexterity	Frequent
Walking	40%	Manual Labor	Frequent
Driving	5%	Telephone	Frequent
Kneeling	Some	Computer Screen	Frequent
Bending	Some	Lifting	80 lbs

Some standing and walking around the office. Sitting for extended periods of time and telephone work. Must be able to lift 80 pounds.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required of personnel as classified.

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

Human Resources: _____ **Date:** _____