

MOUNTAIN VIEW CO-OP

JOB DESCRIPTION

Assistant Manager

JOB PURPOSE/SUMMARY

To assist the Store Manager in directing, promoting, and coordinating this location 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', with a result in outstanding customer service.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

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 Manager.

Managerial / Supervision Responsibilities

- Knowledge of MVC's products at their location and their purpose.
- Able to supervise and manage staffing at location, delegate workload, and uphold MVC policies.
- Report to Manager and or Division Manager on, 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.
- Assist in Hiring, termination, and training of staff according to business needs.
- Support location Manager in their day to day operations of the location.
- Monitor and maintain inventories according to MVC procedures.

Accounting Responsibilities

- Maintain and implement company's credit policy.
- Maintain and increase profitability and sales.
- Maintain accurate cash control.
- Understand, study, and know monthly margin reports and P&L's.

Other Areas of Responsibility

- Assist and manage facility and equipment maintenance.
- Assist in 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.
- Able to work varied hours/days as business dictates.

QUALIFICATIONS/REQUIREMENTS

Minimum Education: High School Diploma

Minimum Experience: Prior 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	5%	Reaching	Some
Standing	40%	Manual Dexterity	Frequent
Walking	50%	Manual Labor	Frequent
Driving	5%	Telephone	Frequent
Kneeling	Some	Computer Screen	Frequent
Bending	Some	Lifting	50 lbs

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:** _____