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| |  |  |  | | --- | --- | --- | | **Created:** 09/01/19 | **POSITION DESCRIPTION** | **Revised:** N/A | | **Position Title:** | Store Manager | **Pay grade:** | | **Team:** | Operations | **Division**: Stores | | **FLSA:** | **Exempt**  **Non-Exempt** | **Job Code:** 2040  **Work Comp Code:**  8380 | | **Reports to (Title):** | District Manager | **Full Time**  **Part Time** | |
| **PRIMARY OBJECTIVE OF POSITION**  Provides “hands-on” overall leadership, training, safety guidance, motivation, and direction to store teammates to ensure operational objectives, store financial performance, and guest service meets or exceeds company goals. |
| **DUTIES AND RESPONSIBILITIES / ESSENTIAL FUNCTIONS**   * Responsible for the operations of the store under little supervision. * Enforce and maintain compliance with all company policies and procedures as well as all federal, state, and local employment and environmental laws and regulations. * Set a positive example for attitude, professionalism, and work ethic at the location. Ensure the culture of the store is upbeat and create an environment where team members are happy to come to work. * Set the example for prompt and courteous guest service, answer guests’ questions, and investigate and resolve guest problems and complaints. * Work with the District Manager and Human Resources to arrange for appropriate employment advertising when necessary, interview and select teammates. Initiate substance abuse and background checks as needed. Monitor staffing levels and adjust accordingly to control labor costs. Conduct Teammate Orientation meetings as needed. * Ensure all team members follow and complete their prescribed Jiffy Lube training program. Ensure the management training program is also completed as prescribed. * Lead team huddles and store meetings that set the direction for achieving business goals. * Complete store operational requirements by appropriately scheduling and assigning team members and following up on work results to ensure all business needs are met. Post work schedules no later than a full week in advance. * Create a management schedule that ensures the Manager or Assistant Manager are always on-site during the busiest and most critical business hours. Open and close the store, and work weekends as necessary. * Set and monitor performance goals, ensure goals are met, and communicate results to the District Manager. Always provide an explanation for any shortcomings and a plan for future improvement. * Maintain and improve store staff performance results by coaching, counseling, and disciplining team members; planning, monitoring, and appraising job results, providing frequent and consistent feedback, and by motivating the team. * Confront unacceptable performance, hold teammates accountable, and utilize appropriate teammate performance management techniques when necessary. * Perform the functions of other store team members such as Lube Technicians and Mechanics as required due to business needs, team member absences, or other factors. (See the Lube Technician and Mechanic job descriptions.) * Communicate in a clear and timely manner to team members and guests in an environment that may be loud and filled with frequent distractions. * Communicate frequently with other members of the field and corporate teams to ensure all efforts are coordinated and potential improvements in performance can be realized. * Work closely with the vendor community to maintain good relations and follow up with them to make certain they respond promptly to Stonebriar requirements. * Achieve financial objectives by working with your District Manager to review the store P&L statements, create budgets, forecast sales and trends, increase customer counts, suggestively sell, monitor expenditures, control payroll, analyze variances, provide outstanding guest service, and initiate immediate corrective actions for actual or projected budget overages. The Store Manager must also understand and respond quickly to factors which affect sales and profit such as guest counts, marketing, cash controls, weather, etc. * Safeguard store operations, stock, team members, guests, and property by establishing and following company security procedures and protocols. Provide safety, security, and environmental leadership for all store personnel with thorough knowledge of lockout / tagout procedures, SDS, waste policy compliance, Spill Prevention Control & Countermeasures (SPCC) plan, the company safety manual, and OSHA & EPA resources and compliance. * Partner with Field and Corporate Management as well as loss control / safety consultant personnel at the insurance provider and/or insurance broker to ensure any safety concerns are discovered and corrected prior to a problem occurring. * Maintain and control inventory levels by conducting physical counts as required; reconciling with the company inventory system and with a thorough knowledge of cost of goods, turn-ratio, ordering and receiving products, etc. * Ensure Loss Prevention policy compliance, promote honesty and integrity in all business transactions, report incidents of theft of inventory, assets, and/or cash shortages over $10, and report all burglaries or robberies immediately first to law enforcement, then your District Manager, and Human Resources. * Maintain the physical condition of the facility, equipment and grounds by inspecting equipment, maintaining a high standard of cleanliness and orderliness, issuing or recommending work orders for repair and requisitions for replacement of damaged, broken or worn out equipment. * Troubleshoot and coordinate the on-going maintenance of the POS system. * Promptly notify Field Management and Human Resources of any OSHA inquiries. * Immediately treat and respond to team member or guest injuries. Provide the required injury reports to Human Resources. Investigate the cause of all accidents and take steps to ensure similar accidents are prevented in the future and any systemic problems are communicated to Field Management and Human Resources to ensure similar problems in other locations are prevented. * Complete daily, weekly and monthly paperwork and reports as necessary. * Assist other team members, stores or locations as needed or requested. * Various additional duties as assigned.   **SUPERVISORY RESPONSIBILITIES:**  Yes  No |
| *To perform this job successfully, an individual must be able to perform each essential performance requirement satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*  **QUALIFICATIONS:**  **EDUCATION, SKILLS, AND CERTIFICATIONS**  Minimum:   * A High School Diploma or GED * Valid and current Driver’s license * Speak, read, and write English   Preferred:   * Associates Degree in Business or related field * OSHA certifications * ASE Certifications   **EXPERIENCE**  Minimum:   * Minimum of 5 years of retail / service experience * 2 years of supervisory experience   Preferred:   * Automotive service environment experience is preferred |
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| **WORK ENVIRONMENT AND PHYSICAL DEMANDS**  **Vision:** Use vision to read, write, type, and operate equipment.  **Speaking/Hearing:** Give and receive information through speaking and hearing.  **Motor Coordination:** Requires hands to operate equipment such as (but not limited to) overhead and floor mounted oil and grease guns, transmission jack, air conditioner service machine, differential pump, hand tools, radiator service machine, transmission service machine, tire rotation equipment, computer, telephone, customer vehicles, and POS.  **Physical Abilities:** Must be able to push, pull, bend at the knees and waist, lift, twist body at the waist, raise and hold arms overhead, turn head-neck-shoulders as needed, climb steps, grasp and hold tools and other items with hands - all of this for either extended periods of time or many times throughout a typical shift.  **Lift/Carry:** Regularly lift, push, and move up to 75lbs.  **Environment:** Store environments may be dusty, contain sharp edges, include areas that are not well lit, the floor may be slippery, uneven, or cracked, frequent loud noises, and the facility will be subject to wide and extreme variations in temperature.  *This job description includes the essential functions of the job that an incumbent must be able to perform with or without reasonable accommodation. This document does not create an employment contract, implied or otherwise. The Company maintains “at will” employment. This job description is subject to review and may be revised or updated at any time at management’s discretion.* ACKNOWLEDGEMENT Sign below to acknowledge that you have read the preceding job description, you understand the job description, you are able to meet the physical demands of the job, and you are aware the requirements of the job will change from time to time with or without notice.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print Name Last 4 of Social Security Number  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature Date |