



Assistant Store Manager JOB DESCRIPTION

JOB TITLE: Assistant Store Manager
DEPARTMENT: Retail Sales
REPORTS TO: Store Manager

SUMMARY: To support, coach and empower each employee within the store to achieve the company's goals and objectives through example setting, customer service excellence and effective merchandise presentation. The Assistant Store Manager assists the Store Manager to help ensure that all employees meet the company standards and expectations consistently. Also acts as liaison between the customer, management and the company.

DUTIES AND RESPONSIBILITIES:

- Demonstrate leadership skills to meet the company's objectives
- Demonstrate a sense of urgency and is action oriented to achieve results
- Set an example to achieve excellence in customer service and maximize sales/ profits
- Demonstrate and support employees to adhere to the company's policies, standards and expectations to maximize sales/ profits
- Support and encourage high morale and level of cooperation among employees through listening, support and coaching for success
- Assist with training and performance evaluation of store employees
- Recognize employees that adhere to the company's values and beliefs
- Communicate solutions, suggestions and ideas to make changes for the better
- Foster a positive image of Honolulu Cookie Company within the store and community
- Support the store manager with all phases of store operations
- Participate in store meetings & training sessions to meet the company's objectives
- Maintain store safety for staff and customers
- Other duties as assigned

EDUCATION/ EXPERIENCE:

- Some college and/ or equivalent work experience in the service industry
- 1 year of proven leadership skills in retail sales environment

SKILLS:

- Ability to exercise good judgment, works well with people
- Willingness to make decisions; independent thinker
- Good oral and written communication skills
- Exhibits customer service instincts
- PC literate: Word, Excel
- Able to use a 10 key calculator
- Able to add, subtract, multiply, divide, calculate percentages

PHYSICAL DEMANDS:

- Able to stand and walk throughout the scheduled work shift
- Able to carry and move at least 30-35 lbs. throughout work shift