The UPS Store Job Description
Assistant Manager

JOB TITLE**: Assistant Store Manager**

LOCATION: Aurora, Ohio – Barrington Town Center

REPORTS TO: Center Manager/Owner

PREPARED BY: Trudy Capel DATE: April 2013

"Our Mission and Core Values"

"Making business easier worldwide through our service and distribution network, delivering personalized and convenient business solutions with world-class customer service."

Caring • Honesty • Fairness • Integrity • Trust • Respect • Commitment • Accountability

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SUMMARY:
Support the Center Manager in all aspects of center operations and ensure achievement of revenue projections.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Motivate, train and develop all center associates, focusing on excellent customer service and rapport building.
- Maintain a high level of sanitation and orderliness throughout the center by assisting the Center Manager in creating systems that ensure compliance in the above areas.
- Assist the Center Manager with the upkeep of center imaging, impact zones and display areas through active participation.
- Become involved with and assist Center Manager in achieving center revenue projections.
- Manage the Mailbox rentals and renewals on a monthly basis.
- Assist the Center Manager in all areas of inventory control, ordering, stock and vendor relationships.
- Ensure that all centers associates maintain a professional, well-groomed appearance at all times.
- Pro-actively handle customer complaints and assist customers with problems to resolution.
- Accurately perform daily close out procedures, general ledger administration, bank deposits and other accounting functions in accordance with Company policy and procedure.
- Efficiently utilize MBE computer systems in support of communication, reporting and other business requirements.
- Assist the Center Manager in planning, preparing and conducting meetings, developing incentive programs and other associate related activities.
- Assume the Center Manager position in his/her absence.
- General housekeeping duties.

QUALIFICATION REQUIREMENTS: To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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.

Education and/or Experience:
2-3 years customer service experience in a retail environment. Experience leading or managing a team highly desirable. Cash register and computer experience required.

Language Skills:
Ability to use tact and diplomacy to maintain harmonious relationships with customers in person and over the phone.

Other Skills and Abilities:
Ability to lift 40 lbs regularly. Ability to stand for extended periods of time. Manual hand dexterity required to operate POS, copiers and complete customer paperwork.

SUPERVISORY RESPONSIBILITIES: Carries out supervisory duties in accordance with federal/state law and company policy.

HOURS & PAY RATE:

Hours:
Store Hours are: Monday- Friday 9am-7pm, Saturday 9am-5pm, Closed Sunday. We require employees to report 15 minutes before the store opens and stay after closing until all duties are performed for closing (generally15-30 minutes)

Position Hours:
Total hours would be around 30-38 per week and include a flexible schedule including some opening shifts, closing shifts and a couple Saturdays each month.

Pay Rate:
The rate for this position is $9-12 per hour and depends on experience.