

General Manager

Jones County ABC Local System

Purpose of Position

The primary purpose of this position is to oversee the direction of all operations, staffing, personnel, inventory and merchandising functions while ensuring compliance with state/legal/agency policies and operational procedures.

DISTINGUISHING FEATURES OF THE CLASS

This employee is responsible for staff training on store products, proper customer service skills and sales techniques and establishing procedures that comply with store policies and appropriate laws. Additional duties involve supervising staff and promoting employee development. This employee should be available to work with limited or no notice and work various shifts and weekly work schedules to include Saturdays, some holidays and during inclement weather. They may also be required to work outside their normal scheduled hours, such as, for truck deliveries or inventory.

DUTIES AND RESPONSIBILITIES

- Develop business strategies to expand store traffic and optimize profitability.
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff.
- Ensure high levels of customer satisfaction through excellent service.
- Adheres to all city, county, and state ABC regulations.
- Accurately posts markups and markdowns, voids, refunds, and write-offs within established guidelines.
- Report on buying trends, customers needs, profits etc.
- Notifies Management immediately of any inventory or cash discrepancies within 24 hours.
- Adheres to all Federal and State Employment and Safety regulations
- Notifies Management immediately if the bank deposit is not made on a daily basis
- Conduct personnel performance appraisals to assess training needs and build career path
- Handle all issues that arise from staff or customers (complaints, grievances, etc.)
- Schedules employees for shifts and verifies time keeping records.
- Be an example of professionalism and high performance
- Follows and enforces I.D. carding policy
- Maintain outstanding store conditions and visual merchandising standards
- Works closely with County finance staff to keep bookkeeping records up to date

Additional Duties

Performs related duties as required.

RECRUITMENT AND SELECTION GUIDELINES

Knowledge, Skills and Abilities

- Extensive knowledge of the principles and practices of retail-related operation
- Proven successful experience as a retail manager
- Experience performing cash accounting and inventory/category management tasks and possess knowledge and experience utilizing personal computers and electronic point of sales.
- Experience working with general software (Microsoft Word and Excel) and retail-related software
- Experience in making decisions and problem-solving
- Experience in managing and supervising multiple levels of employees within a retail-related environment to include training, developing staff for future career progression, handling disciplinary actions, performance management, employee relations and possess working experience in staffing and hiring practices including screening, interviewing and selection.
- Possess the ability to work independently, maintain confidentiality and handle stressful situations.
- Ability to multi-task, utilize time management and organizational skills is a must.
- Powerful leading skills and business orientation
- Good communication and interpersonal skills

Physical Requirements

Must be able to lift, carry, push, and pull a minimum of 50 pound required. Ability to unload stock, move product on and off shelves, to walk, stand, bend, stoop, or kneel for long periods of time and to move freely throughout store on a continual basis required.

Minimum Qualifications

Progressively responsible management experience in a similar environment or equivalent combination in education and experience. Valid NC Driver License. Must be at least 21 years of age.