JOB DESCRIPTION

| **Title** | STORE MANAGER |
| --- | --- |
| **Reports To** | [insert title] |

**Job Purpose**

The Store Manager oversees the daily operations and profitability of the store, ensuring it meets established business goals. This role includes managing staff, delivering excellent customer service, and maintaining store presentation and cleanliness. Additionally, the Store Manager is responsible for overseeing product-specific maintenance and repair if applicable to the industry.

A successful Store Manager is organized, detail-oriented, and skilled in leadership. They must ensure the store remains compliant with company policies and fosters a positive environment for both customers and employees.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Manage day-to-day operations, ensuring efficient workflow and a high level of customer satisfaction.
* Supervise and schedule staff, promoting a positive and customer-focused environment.
* Perform basic maintenance and repairs for products relevant to the store’s focus, including troubleshooting minor issues.
* Ensure compliance with safety and security regulations, maintaining a safe and welcoming store environment.
* Balance cash registers, handle receipts, and ensure accurate financial reporting.
* Maintain organized inventory, ensuring stock levels meet customer demand.
* Monitor staff activities, providing coaching and addressing any performance issues.
* Implement promotions and seasonal changes, updating displays and managing product pricing.
* Ensure the store is clean, well-organized, and free of hazards.
* Communicate with upper management regarding inventory needs, store performance, and staffing requirements.
* Conduct regular audits of inventory and maintenance tools.
* Perform other related duties as required by upper management.

**Key Qualifications**

* High school diploma or equivalent; a post-secondary degree or diploma in business or a related field is preferred.
* X years of experience in a retail management position, ideally in electronics or gaming.
* Previous experience with electronics cleaning, repair, and using a soldering iron.
* Proficiency in point-of-sale systems and basic computer skills (Microsoft Office Suite)

**Core Competencies**

* Strong leadership skills, with the ability to manage and motivate a team.
* Excellent customer service skills with a focus on problem-solving.
* Basic knowledge of electronics and repair techniques, including the use of a soldering iron.
* Organizational and multitasking skills in a fast-paced retail environment.
* Effective communication skills, both verbal and written.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* Tasks may involve standing and walking for long periods, and lifting up to XX pounds.