



Position Description

Date: November 2003

Position Title: Retail Manager

Reports to: General Manager

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| Revision Date: | July 2009; July 2010; July 2011; July 2012; July 2013 |
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Performance Factors Level:

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| <i>Safety</i> | <i>5</i> | <i>Innovation</i> | <i>2</i> | <i>Quality Focus</i> | <i>2</i> |
| <i>Customer Focus</i> | <i>2</i> | <i>Communication</i> | <i>2</i> | <i>Leadership</i> | <i>3</i> |
| <i>Teamwork</i> | <i>2</i> | <i>Initiative</i> | <i>3</i> | | |

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| Development/Learning Curve: | Time 12 months |
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Responsible for:

Manages activities of branch operations, which include: retail distribution, service, and administrative personnel. Key activities include planning, assigning, and directing work; appraising performance and rewarding and disciplining employees.

Key Accountabilities & Duties:

Major duties performed are listed below, but are not meant to be all-inclusive or to prevent other duties from being assigned.

Broad Scope

- Assists in formulation of volume and margin operating expense budgets.
- Evaluated office production and revises procedures to improve efficiency of workflow.
- Develops local marketing plan in conjunction with corporate marketing director.
- Provides reports to appropriate personnel regarding sales volume, operational targets, and key business drivers.
- Participates in local trade organization activities to gain greater understanding of industry and market.
- Participates in company-sponsored community activities as directed by corporate goals.



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- Accountable for profitability of the overall function of the dispatch and service departments at respective branch facility.

Direct reports: Service Department
Route Salespeople
Administrative personnel

Internal Relationships: Shall maintain internal relationships necessary to achieve purpose of position and desired results.

External Contacts: Shall maintain necessary job related external contacts to assure satisfactory results.

Authority: Has full authority to carry out the above responsibilities as delegated by - the General Manager.

Date Approved



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Position Specifications for:

RETAIL MANAGER

EDUCATION – Associates Degree or high school diploma/GED and 3-5 years related experience and/or training.

EXPERIENCE – Three to five years related experience and/or training.

KNOWLEDGE – To perform the job successfully, an individual must be able to perform each essential duty satisfactorily.

ATTITUDE – Must have a positive, open mind and considerate attitude toward the responsibilities of the position. Must be a self-starter. Must have an attitude of neatness, timeliness, orderliness and accuracy toward the job. Must possess a very conscientious attitude toward record keeping.

PERSONAL CHARACTERISTICS – Must be of high moral integrity, pleasing personality and possess good personal habits. Must be able to retain information of a confidential nature. Must be able to project a good public image. Must be able to function cooperatively with peers as a team member to meet departmental and system objectives.

ABILITIES AND SKILLS – Must have good communication skills with employees and customers; ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively to customers and employees; ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume and to apply concepts of basic algebra and geometry; ability to reason well with employees and customer policies and procedures; to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

WORKING CONDITIONS – Normal working conditions and hours of 8:00 a.m. until 5:00 p.m. Some irregular working hours may be required. Must be available for work during adverse weather conditions. The employee may at times be exposed to wet/humid conditions, moving mechanical parts, fumes or airborne particles, and risk of electric shock. The employee is required to talk and hear; to occasionally stand, walk,



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sit, and reach with hands and arms; must frequently lift and/or move up to 10 pounds; and occasionally lift and/or move up to 25 pounds.

WORK REQUIREMENTS – Requires supervisory experience; organizational skills; and the ability to communicate effectively and interact with people of all ages and diverse backgrounds. Must meet sales, expense, and earning targets at branch location. Must grow business in market by increasing unit volume and market share; increase customer base; meet key and operational business targets; manage credit effectively; and effectively utilize fixed assets at facility. Must have valid driver's license.

SAFETY - Performs all assignments safely assuring compliance with all Safety related rules, regulations and policies.

EXEMPT STATUS – This position is exempt as defined by the Fair Labor Standards Act as amended.

NON-DISCRIMINATION - This position shall be filled on the basis of qualification and ability to perform the essential functions of the job and without regard to race, religion, color, sex, age or national origin.