**Convenience Store Manager Job Description**

**Essential Duties & Responsibilities**

The Store Manager is responsible for day to day store operations, including but not limited to scheduling staff, training, and supervising personnel. The Store Manager is also responsible for the store profits, controlling expenses including labor, proper inventory levels, cash, and inventory shortages. You are the eyes and ears of the store’s management; conduct yourself and members of your team as if the business depends on it, it does!

**List of Responsibilities:**

* Assist in the recruiting of, recommend for hire, and train, the correct individuals to become members of our Team, ensuring excellent customer service.
* Maintain employee personnel files, in a secure manner.
* Motivate, encourage, and challenge store CSR’s.
* Promote and resolve customer complaints, in a timely and profession manner. If a complaint cannot be satisfied, refer to management for final action.
* Implement and enforce established daily operating procedures to ensure the store is clean at all times, adequately stocked, organized, and consistently presenting a professional appearance.
* Ensure all merchandise is stocked and displays are attractive, priced correctly (with no hand written signs), and displayed in a safe manner.
* Maintain quality brand image standards in order to satisfy mystery shop guidelines.
* Supervise, and discipline all store employees according to company policy.
* Instruct all personnel how to handle and monitor shoplifting.
* Instruct and monitor all personnel with regards to sanitation and personal hygiene.
* Monitor retail gasoline competitors daily and set street prices in accordance to company policy in a timely manner.
* Monitor competition in our trade area with regards to specials, promotions, new items/ideas, competitive in-store pricing.
* Complete daily recordkeeping in a timely manner as established by management.
* Monitor cash over/short, inventory loss (shrink) and drive-offs daily.
* Conduct store meetings as needed with all CSR’s.
* Be able to perform all duties of a convenience store CSR.
* Be able to understand and follow CSR Job Description.
* Understand all information in the daily reporting of store operations.
* Understand all information with regards to fuel inventory management (D.I.R.).
* Follow and enforce all company policies and established procedures in store operations.
* Implement store promotions, insure all POS signage is properly posted (not hand written).
* Communicate with management changes in the market-place that may affect business, i.e. political issues, construction (new locations, roadway, etc.)
* Communicate and perform all price change requests from management.
* Communicate any problems with merchandise prices in the Price Book.
* Implement and enforce all merchandising and vendor policies and procedures. Insure all merchandise is priced, listed on the invoice, and all incoming merchandise is ‘touch counted’ before invoice is signed.
* Implement our store’s written check-in policy with all vendors.
* Enforce all safety and security procedures and report any unsafe conditions.
* Be prepared to offer recommendations to management (without being asked) solutions to problems or ways to improve store operations and profitability.
* Insure our sales policies and cash handling procedures (including safe drops) are strictly adhered to at all times.
* Ensure our guidelines are followed with regards to time cards, time clock.
* Establish a work schedule with limited overtime.
* Ensure all employees are instructed in safety – how to shut off gasoline, what to do in case of fire, holdup.
* Must be able to work the days and hours required, based on the demands of business and the store.

***MUST BE OUTGOING WITH A SENSE OF HUMOR!***

*Disclaimer: the list of Requirements, Duties, and Responsibilities is not exhaustive but is merely the most accurate list for the current job. Management reserves the right to revise the Job Description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technology developments).*

**Employee’s Signature**

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**Supervisor’s Signature**

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