



Position Description

Job Title: **Assistant General Manager** Location: Various
Reports to: General Manager SA: Exempt
Hired/ Promoted By: Area Manager
Department: Store Operations Date: 5/07

Position Summary:

The Assistant General Manager is responsible for supporting the General Manager in the management of the entire store's operations. He or she is also responsible to meet and/or exceed performance and profit goals according to corporate objectives. These objectives include selecting, developing and training of management and hourly associates.

Principal Duties:

1. Supervise the day-to-day task assignment for and performance of 5-50 Customer Service Associates and one to five management associates.
2. Ensure a pleasant shopping experience for all customers, respond to customer complaints or inquiries and solicit customer feedback and input.
3. Manage all matters relating to associates and the store team. This includes recruiting, hiring, training, coaching, managing performance and administering progressive discipline.
4. Ensure execution of established safety, security, quality, and store operations policies, procedures and practices.
5. Analyze results and trends to prepare action plans, leverage the store's strengths and address areas of opportunity.
6. Plan and prepare work schedules and coordinate daily assignments and activities of associates.
7. Ensure profitability.
8. Execute strategy through planning.
9. Lead Safety in the store in which they are assigned.

Requirements:

- Leadership experience in a fast-paced retail, food service, or fuel environment
- Bachelor's degree in business or related discipline preferred
- Experience, skills and abilities consistent with Leader of Leaders competencies:
 - Teambuilding & Inspiring Commitment
 - Mentoring
 - Managing the Customer Experience
 - Lead Change
 - Interpersonal Engagement
 - Driving Accountability
 - Talent Strategist
 - Achievement Drive & Motivation
- Availability to work all shifts, weekends and holidays

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.