

Job Description – Director of Retail Operations

Reports to: CEO **Status:** Full time Exempt

Overall Job Function:

The director of retail operations is responsible for establishing and maintaining guest services, overseeing the overall operation of the store to ensure maximum sales and profitability through merchandising, inventory management, expense control, personnel management and controlled operating costs; all while striving to meet the demands of the customer.

Essential Job Functions:

Ensure that each guest receives outstanding guest service by providing a guest friendly environment which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other components of guest service.

Analyze and measure business trends; develop and implement plans to maximize sales and meet or exceed goals and objectives.

Control shrink, expenses and payroll.

Ability to maintain and work within a budget.

Ensure appropriate merchandise stock levels, merchandise adjacencies and presentations; signing, and assortment in all departments; ensure selling floor is adequately stocked.

Comparison shop and report results; share information with CEO and make appropriate price adjustments.

Review department/store trends and recommend and initiate changes for maximizing goals and objectives.

Ensure compliance with all policies and procedures through regular store management and staff meetings, store walk-through and audits, etc.

Continually evaluate and manage performance issues; actively supporting and encouraging staff growth.

Train and develop store personnel in all aspects of the business.

Ensures RCI is being updated and followed up on as needed.

Direct and monitor training and development for all store personnel.

Secondary Responsibilities:

Consistent positive and can do attitude.

Strong interpersonal skills.

Knowledgeable on company software and software support.

Ability to handle stressful situations professionally.

Competencies:

High level of customer service focus.



Supports a consistent professional image of the company.

Observes safety policy and procedure as an absolute.

Attitude of positivity and reacts calmly under pressure.

Work ethic of the highest integrity.

Commitment to dependability and willingness to work to meet goals and deadlines.

Highly collaborative management style.

Financial Management.

Qualifications:

Bachelor’s Degree in Business Administration or related field preferred.

7+ years of retail management experience.

Work Requirements:

This position is based in a fast paced office setting. Equipment utilized will be computer, phone, fax, copy machine and other standard office equipment. Typical office hours are Monday to Friday 8 to 5. Position will occasionally work outside; exposed to elements, loud noise and agricultural equipment.

While performing job functions the employee will be required to talk and hear most of the time. The employee will spend frequent intervals moving and sitting, while also needing to reach, bend, twist, crawl, crouch, stoop or kneel. The employee will need to be able to lift up to 50 pounds occasionally and 15 pounds frequently and maneuver on and off a mobile equipment. The physicality of this job is low.

***FCS job descriptions are a representation of a job requirements knowledge, skills and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. After reading the contents of this job description, I understand the responsibilities, requirements and duties expected of me. I acknowledge that I have received a copy of this description for my records. I realize this document is intended to be an accurate reflection of the position; however, Farmers Cooperative Society reserves the right to revise, add or eliminate job functions and duties as conditions warrant. I also understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek to achieve the company’s goals. I further understand that this job description does not constitute a contract of employment, nor alter my status as an “at-will” employee.**

Employee Name (please print)

Employee Signature

Date