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Belmont County, Ohio

POSITION DESCRIPTION- RETAIL STORE MANAGER

Position: Retail Store Manager	Department: Tire & Auto Retail Store
Reports to: Retail Operation Manager	Supervises: Tire & Service Technicians & Sales Consultants

Position Summary

Under the direction of the Retail Operation Manager – Tire and Auto Store, manages the personnel and the operation of Tire and Auto Store. Has responsibility for the profitability of the store, the efficiency of the personnel, satisfactory customer relations and the operation of the physical facility.



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<i>General Qualifications</i>
Knowledge Requirements
Preferred Education/Certification: Professional training or education in retail sales or auto repair facility is preferred. An ASE Master certification is helpful.
Required Knowledge: Management of operational, financial, and human resources aspects of the facility. Knowledge of strategies to provide quality customer service. Knowledge of management techniques and processes.
Preferred Knowledge: Comprehensive knowledge of tire/lubrication and auto/truck repair technology. Knowledge of the operational requirements of the tire/lubrication and the auto repair retail facility. TCS and/or other point of sale system helpful.
Experience Requirements
Required Experience: Must have experience in an Assistant Manager-type position of a retail environment or comparable training or education. Previous customer service and customer relations and employee relations experience is essential.
Preferred Experience: Previous experience as Manager of a tire and auto repair store would be helpful.
Skills Requirements
Required Skills: Customer service skills in a fast-paced, high volume retail environment where tact and diplomacy are essential to sales and store operations. Strong communication skills are essential. Strong management skills are essential. Must be proficient with computer processes and software.
Preferred Skills: Retail store business operations skills are strongly preferred, including managing profit and loss, facility management, safety and security, loss prevention and banking. Product management including ordering, receiving, and pricing are preferred. Automotive maintenance and repair experience at the master level is preferred.
Physical Demands/Work Environment Requirements: Vision, hearing, speech, movements requiring the use of wrists, hands and/or fingers. Sits about 50 percent of the time. May be required to lift up to 50 pounds of merchandise or parts and moves up to 15 feet. Although normal working conditions are in an office with controlled environment and minimal noise, position is required to visit repair shop. Must have the ability to work the hours and days required to complete the essential functions of the position, as scheduled. Must have a valid driver's license with a driving record acceptable to the Company's insurance carrier to operate company and customer vehicles.
Mental Demands: Learning, thinking, concentration and the ability to work under pressure, particularly during busy times in the store. Must be able to pay close attention to detail and be able to work as a member of a team to ensure excellent customer service to all customers. Must have the ability to interact effectively with coworkers and customers, and exercise self-control and diplomacy in customer and employee relations' situations. Must have the ability to exercise discretion as well as appropriate judgments when necessary.



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Essential Functions & Basic Duties

- Responsible for the day-to-day operations of a retail tire store, including schedules and monitors personnel work hours. Is accountable for managing profit and loss of store operations. Must meet monthly, quarterly, or annual sales goals. Reviews monthly expenditures and performance goals and takes remedial actions as required. Adheres to any key performance indicator requests if applicable. Assists in annual budgeting process. Prepares daily sales reconciliation and bank deposits and approves vendor invoices and daily reconciles payables to TCS. Assists with collection of accounts receivable balances as needed.
- Manages Human Resources, specifically: recruiting, hiring, training and development, performance management, payroll, and workplace scheduling. Initiates corrective action processes as required. Reviews, approves, and submits payroll documentation on a timely basis. Provides motivation to store personnel and encourages professional development by "Leading by Example" techniques. Publishes team performance goals and reports results in a timely manner. Promotes and schedules training classes for team members.
- Directs tire/lube and auto repair operations through subordinate employees. Maintains superior customer service by managing store employees to greet customers in cordial manner, diagnoses maintenance issues, sells products and services, repairs vehicles or installs tires or effect lubrication, and returns vehicles to customers in satisfactory condition. Ensures labor and parts matrices are utilized to establish retail prices. May personally perform above functions when volume of business dictates or to monitor efficacy of business processes.
- Manages customer service by ensuring that all customers are greeted in a prompt and friendly manner. Ensures customer phone calls are handled in a courteous and helpful manner. Ensures Service Advisors are provided with merchandise information and effective salesmanship training.
- Manages the security of store by opening and closing physical facility. Ensures security systems and alarm responses are engaged after hours. Manages internal controls over cash, inventory, fixed assets, and customer vehicles/keys.
- Maintains store and shop bays in a state of maximum cleanliness and working order. Ensures the store follows Company Quality Control Program, Company Safety Policy, OSHA, and EPA regulations. Wears safety glasses at all times in shop area.
- Adheres to working schedule and utilizes time clock per Company guidelines.
- Manages the inventory control process to ensure adequate levels of inventory, orders parts, shop supplies and tools. Manages the tire inventory at "just-in-time" levels to minimize costs. Utilizes auto service repair manual to ensure efficient inventory management. Performs a physical inventory of tires and parts on a monthly basis. Enters inventory purchases/transfers within pos software on a timely basis.
- Understands and upholds the Companies mission statement.



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Additional Responsibilities

- Adheres specifically to all corporate policies and procedures and applicable laws including hazardous waste disposal (waste oil and scrap tires), OSHA Right-to-Know and provides necessary training on these regulations and ethical practices. Maintain highest levels of grooming, hygiene, and acceptable uniform appearance (including name tag worn at all times on Company premises).
- Stays abreast of the Company's products and services; recognizes opportunities to recommend Company products and services and makes customer referrals to the appropriate staff member.
- Performs other related duties as required to meet the ongoing needs of the organization.

Acknowledgement

The undersigned employee acknowledges receipt of the Job Description for the employee's position and understands the essential functions, responsibilities, and qualifications of the position. Furthermore, the employee acknowledges that this Job Description does not include all of the essential functions of this position, and that these essential functions may change as deemed necessary by the manager.

Employee Signature:

Date:

Employee Print:

Manager Signature:

Date:

Manager Print:

