

JOB DESCRIPTION

Position Title:	Convenience Stores Manager
Departments/Locations	Various store locations including Laconia, Franklin, Alton, & Wolfeboro
Reports to	General Manager
Status	Exempt

Summary:

Convenience Stores Manager oversees and is accountable for the overall operation and success of the convenience stores/gasoline businesses including, but not limited to, ensuring maximum sales and profitability through merchandise, inventory, and expense control; human resources management; and managing operating costs and inventory shrinkage.

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes greeting, assisting, and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

Essential Duties / Responsibilities:

- Maintain exemplary customer service and outstanding standards.
- Maintain an awareness of all products. Analyze and measure trends, develop and implement plans to maximize profitability and meet or exceed goals and objectives.
- Hire, train, develop, and direct store personnel in all aspects of the business in accordance with company guidelines and policies.
- Ensure completion of training for all employees, including but not limited to, store policies and procedures, alcohol and tobacco sales training, security and safety training, and completion of State-operated alcohol training seminar, as soon as possible after hire.
- Ensure the stores have the proper safety equipment and policies.
- Supervision and direction of all employees, to include periodic evaluations, performance issues, interpersonal relationships, terminations, and proper documentation related to each.
- Maintain level of staff and proper shift scheduling to provide store with sufficient coverage during store operating hours. Must be available for store-related emergencies.

- Conduct and oversee all physical inventories.
- Ability to operate all equipment necessary to perform job requirements.
- Ability to work varied hours as business dictates, to include day, night, and/or weekends.
- Ensure all personnel adhere to the established dress code, to include wearing required uniform and badge and PPE if necessary.
- Ability to make decisions necessary to ensure compliance with established policies.
- Ability to work with a minimum of supervision.
- Develop and maintain in good standing all vendor relationships.
- Ensure all CITGO and other necessary vendor requirements are being met.
- Proficient use of Microsoft Office including Word, Excel, and Outlook.
- Any other duties and responsibilities deemed necessary by the General Manager and/or ownership.

Education / Experience:

High School diploma or GED

Degree in Business Management or related field

Previous retail management experience

OR

Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

Essential Physical Requirements Convenience Store Manager -- Alton Circle Grocery

Work Schedule:

Number of Hours per Day:

8+

Number of Hours per Week:

40+

Job Requires:

Maximum Lifting/Carrying of:

50 lbs.

Frequent Lifting/Carrying of:

40 lbs.

Approximate Ground to Overhead Maximum:

25 lbs.

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)				
	Wrist	Elbow	Shoulder	Ankle
Right	✓	✓	✓	✓
Left	✓	✓	✓	✓

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending		✓	
Kneeling		✓	
Squatting			✓
Climbing			✓
Standing	✓		
Walking			✓
Sitting			✓
Reaching		✓	
Driving		✓	
Fine Motor Skills		✓	
Lifting/Carrying		✓	
Twisting		✓	
Writing/Data Entry			✓