

Position Description

Position:	Assistant Manager
Shop Location:	Emporium
Reports To:	Shop Manager
Document Reviewed:	October 2021

Job Summary

Reporting to the Shop Manager, the Assistant Manager assists in ensuring the efficient day-to-day operation of the store, including administrative functions, store open/close, staff management, security and shop maintenance. In addition, this position may be allocated buying responsibilities for certain products.

Duties and Responsibilities

The key duties and responsibilities of this role are listed below, always performed in a cooperative manner to ensure excellent customer service and safe working practices. The incumbent may also be required, within their skills, qualifications and experience, to undertake other responsibilities or perform other duties or projects that the company may require to meet its operating needs:

- Assist with staff management including delegation of duties, rostering, training and development, and adherence to Readings policies and company values.
- Assist in cash management for the shop including reconciliation of daily takings, banking, floats, and completion of daily reports as required by Head Office.
- Assist to ensure the shop is open/closed at established times adhering to security protocols.
- Develop sales and marketing strategies, in conjunction with the Shop Manager, Readings' Marketing Manager, and the Book Inventory Manager to maximise sales potential and achieve budgeted sales targets.
- Identify and act on marketing opportunities including in-store promotions and events, and external events.
- Contribute content to Readings' promotional materials where relevant.
- Ensure the shop is clean and inventory is well presented and maintained with well stocked attractive displays that provide maximum sales potential and are changed regularly to reflect seasonal changes and the marketing objectives of the shop and Readings' group.
- Assist with the shop returns process to comply with supplier guidelines and requirements and shop targets.
- Attend to customer needs promptly and courteously, attend the counter as needed.
- Deal with and resolve problems quickly and effectively, according to law, company policies and to meet the values of Readings' customer service charter.
- Complete all necessary cash register and computer transactions, including accurate completions of all associated documentation, in accordance with shop procedures and policies.
- Establish and cultivate positive relationships within the industry to enhance the profitability and reputation of Readings.
- Attend relevant conferences and events to ensure industry knowledge is constantly developing.
- Assist in the promotion and merchandising of the Readings brand.

- Where relevant, responsible for the purchasing and maintenance of inventory within allocated genre(s) or with specific suppliers, ensuring that stock levels are maintained appropriately for maximum sales and stock held is reflective of Readings' customer base, according to shop requirements and within budgetary limitations.
- Keep abreast of current issues and future trends for relevant product group.
- Entry and maintenance of all relevant inventory records according to Readings' standards.
- Communicate relevant information relating to individual products to other shop staff, where required, to ensure retail opportunities are maximised.

Relationships

Report directly to the Shop Manager. Internally relate with Readings Buyers, Receivers, Administration personnel, and the Marketing team, as well as Readings staff in other locations. Directly supervise all staff on the shop floor. Externally relate with customers, publishers, suppliers, authors and other representatives of the industry, local community organisations such as local council, schools, libraries and not for profit organisations, as well as other businesses in the local area.

Knowledge

Industry knowledge required, preferably gained through extensive experience in a retail environment. The incumbent should be highly organized, able to work to targets, be open-minded and receptive to new ideas. Excellent human relations and communication skills are essential, as is a sound knowledge of point of sales systems and internet based product research databases. Prior experience with responsibility for staff management and occupational health and safety matters would be an advantage.

Authority

Rostering and direct supervision of shop floor staff. Assume Shop Manager responsibilities as appropriate in the Shop Manager's absence.

- Order relevant inventory within budgetary restrictions set by Management,
- Submit special orders on behalf of customers when requested.
- Deal with and resolve customer complaints.
- Manage customer returns and exchange.

Accountability

Direct budget responsibility as set by Shop Management.

Special Circumstances

Successful performance will require the incumbent to be available for weekends and evening shifts. Also required is the ability to work on the store floor directly with the public as well as assisting in the management of administrative duties.

Performance Indicators

Performance indicators will include both quantitative and qualitative measures as agreed by the Shop Manager and the incumbent, including but not limited to:

- Level of confidence from Shop Manager in assuming management responsibilities when required.
- Product range sales performance.
- Stock returns minimized.
- Budget control.
- Performance as a leader and Assistant Manager as assessed by superiors, peers and subordinates.
- Ongoing professional and personal development through attendance at agreed industry events, seminars or professional courses.

Performance expectations and performance indicators will be reviewed on an annual basis.