

Job Description - Location Manager

Status: Seasonal/Hourly

Job Summary:

Oversee day to day operations at the assigned location(s). Daily activities include but are not limited to, cash management, inventory management, scheduling, creating team goals, customer service, cashiering, cleaning, etc. This position is seasonal and hourly. This position can expect to accumulate up to 960 hours in a fiscal year. Actual time on the job can be adjusted to accommodate the needs and budget of the assigned location(s). This position reports directly to the Operations Manager. Travel is required and must have the capability to transport and carry products from one area to another. May be responsible for more than one location.

Duties:

- Oversee retail, food, personnel and financial operations at the assigned location during the months of the year that BHPFA staff the location(s).
- Must have the ability to recruit, orient, and train store staff to BHPFA standards.
- Maintain BHPFA employment standards through coaching, counseling, and following up.
- Participate in creating the budget for the assigned location(s).
- Manage daily cash flow including taking deposits to the BHPFA financial institution and monitoring available change.
- Oversee proper inventory management to include:
 - weekly counts of low/out items
 - proper checking in of orders from HQ and maintaining store stock levels
 - following appropriate procedures with return/damaged merchandise.
- Create a culture of excellent customer service, document customer issues, continually evaluate customer interactions, and recognize staff when they go above and beyond.
- Help BHPFA reach membership goals through active promotion of the membership program, update staff on goals and incentive programs, and give immediate feedback to team members when there are opportunities and successes.
- Oversee the food and vending program (if applicable). Keep and manage inventory levels to maximize selection while protecting BHPFA from potential loss due to expired or unused products.
- Maintain a professional and productive relationship with partner staff and management. Document any issues with partner staff or management as they occur.
- Be flexible to the needs of the location(s) store(s) with schedules and communication. There is an expectation of ownership when there are scheduling issues and emergencies. Managers are the key contact person for assigned location staff.

Skills & Qualifications:

- 2-3 years of retail experience
- High School Diploma or GED equivalent
- 2-3 years of retail customer service experience
- Previous leadership experience
- Must possess and maintain a valid driver's license.
- Access to privately owned vehicle that can transport merchandise and proof of valid vehicle insurance.

Salary & Schedule:

- \$12.00 to \$15.00 per hour
- Generally, April 1 through October 31. These dates may vary.

X

Team Member

X

Operations Manager