

Position Title: Assistant Store Manager

Division: Retail Group

Reports To: Store Manager



GENERAL FUNCTION

Assist the Store Manager in overseeing the daily operation of the store, including the adherence of company policies, and provide leadership direction in all aspects regarding people, product, presentation, and store operations.

PRIMARY DUTIES

In addition to all Keyholder duties:

1. Assists Store Manager in recruiting, interviewing, hiring and training.
2. Supervises/Provides coaching and feedback to key holders and sales associates.
3. Motivates team members to meet and exceed sales goals. Creates fun and engaging environment for employees. Conscious of store culture and team morale.
4. Provides in the moment discipline and coaching. Partners with Store Manager to administer formal discipline as necessary.
5. Makes decisions within company guidelines in the absence of Store Manager.
6. Ensure the safety of customers and employees while in the store. Watch for and recognize security risks and thefts, and know how to prevent or handle these situations. Follow Loss Prevention guidelines and processes. Security conscious, protecting company assets at all times.
7. Processes daily store paperwork including reporting. Analyzes business and makes recommendations to Store Manager for improvements.
8. Participates in conference calls and store meetings.
9. Ensures merchandise is received, priced and displayed according to company standards. Coordinate price changes.
10. Ensures all presentation standards and directives are adhered to.
11. Assists in maintaining store housekeeping and keeping store Grand Opening Ready.
12. Lead and organize in-store community building events and grassroots marketing and recruiting efforts.
13. Follow all store policies and procedures.
14. Perform duties consistent with the company's AAP/EEO goals and policies.
15. Perform other duties as required/assigned by manager.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- High School diploma or equivalent. Pursuing college degree a plus.
- 6 months retail sales and supervisory experience.
- Footwear experience a plus.
- Basic computer skills: data entry, Internet navigation, Point-of-Sale system, Microsoft Outlook e-mail, Microsoft Word, Microsoft Excel, run basic corporate reporting.
- Visual presentation skills.
- Business acumen.
- Ability to follow detailed directions and execute without direct supervision.
- Phone and email etiquette.
- Cash handling; ability to count change and perform basic mathematical functions such as percentage discount.
- Experience operating a bar code scanner preferred but not required.
- In certain stores, ability to speak more than one language preferred but not required.
- Must pass criminal background check and maintain clean criminal record.

COMPETENCIES AND EXPECTATIONS

- Embodies the Wolverine Worldwide culture; enjoys an active lifestyle.
- Brand ambassador; loves to wear, promote, and sell company brands.
- Outgoing, engaging customer focused personality. Comfortable interacting with customers. Conversation starter.
- Results driven behavior.
- Punctual. Regular and consistent attendance.
- Responsible and trustworthy. High level of personal responsibility and integrity.
- Courteous and professional with all customers under all circumstances.
- Flexible work schedule 32-40 hours per week.
- Availability to work holidays, nights and weekends. Availability to work opening and closing shifts.

WORKING CONDITIONS

Retail Store Environment- employee is required to stand for entire shift, climb ladders, bend, stoop, and reach to help customers. Occasionally lifts up to 50 pounds. Regularly lifts up to 25 pounds. Fast-paced, ever-changing, customer service oriented environment. Will occasionally work alone in store.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required.

General Sign Off:

I am expected to adhere to all Wolverine Worldwide policies and to lead by example in the adherence to company policies.

I have read and understand this explanation and job description.

Employee (SIGNATURE)

Date:_____

Employee (PRINT)

Date:_____