

## Job Title

**ASSISTANT MANAGER FOR AG-TOURIST FARM** in Mead, WA

### Job Description

***Are you ready for a challenging job working part time/seasonally in the agri-tourism industry. You would be working outside in fresh air with friendly fun loving people? We're fast moving. We work in an energetic team atmosphere. We are committed to attracting upbeat, talented, and motivated people who can advance our mission of serving others.***

### GENERAL SUMMARY:

You would be working with the CEO to manage all employees and processes in a high volume business offering food, fun activities and general merchandise. You would be responsible for ensuring that store functions are completed—including, but not limited to ordering, receiving, stocking, merchandise presentation, staffing, cash handling, shrink control and customer service. In addition to general merchandise, food categories include produce, prepared foods and frozen foods.

### DUTIES and RESPONSIBILITIES:

- Review operating statements to identify the store's business trends including sales, profitability, expense control opportunities and potential shrink improvement, etc. Maintain positive trends and ensure compliance with company Standard Operating Procedures Manual, policies and work processes.
- Review Perishable and Food ordering processes to maximize sales and minimize markdowns.
- Ensure store meets or exceeds in-stock targets.
- Validate (Find – Fill – Fix) processes and 7 day work flow, i.e. candy machine, pop machine, ATM, etc...
- Facilitate efficient displaying, stocking and storage of merchandise.
- Ensure that all merchandise is presented according to established practices and plans. Utilize merchandise fixtures properly including presentation, product pricing and signage.
- Control damages and markdowns.
- Assist in managing store budget.
- Maintain strict cashier accountability, key control, scanning accuracy and adherence to stated company security practices and cash control procedures.
- Assist in insure that qualified and high performing employees are recruited, interviewed, selected, hired, trained, assigned tasks and retained.
- Develop and maintain employee work schedules in coordination with CEO.

- Evaluated employee performance and address employee performance and/ or conduct issues through coaching, counseling and when necessary, **after discussion with CEO**, termination process.
- Ensure compliance with all federal and state labor laws and company policies.
- Recommend pay rates and advancement.
- Properly address employee leave requests, **after discussion with CEO**.
- Ensure that staff obtains all required local and state food handling certifications.
- Ensure store is appropriately staffed and opened and closed in a timely manner each day based on the store's posted store hours.
- Ensure that store regularly meets safety, food handling and sanitation standards. Plan and lead staff meetings and events to encourage safety, security and policies.
- Represent store and cooperate with all governmental regulatory agencies.
- Communicate and implement corporate and area initiatives relating to human resources, products, pricing and merchandise presentation.
- Provide superior customer service leadership. Ensure customers' needs and requests are routinely addressed in an efficient and timely manner. Maintain daily contact with customers to understand merchandise expectations.
- Ensure store equipment is adequate and functional to perform required tasks. Recommend additional or alternative equipment if needed.
- Confirm paperwork and documentation is completed according to guidelines and deadlines.

#### **KNOWLEDGE, SKILLS and ABILITIES:**

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- Ability to read and interpret operating statements and identify corrective actions to negative trends, if needed.
- Knowledge of cash, facility and safety control policies and practices ( store keys, SAFE program, etc.)
- Ability to read and interpret documents such as diagrams, health regulations, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to perform cash register functions to generate reports.
- Knowledge of recruiting, interviewing, hiring, counseling and termination practices in compliance with legal company requirements.
- Knowledge of all local and state food handling and wine tasting and beer and wine sales certifications and requirements.
- Basic knowledge of personal and network computer systems to create merchandise signage, to obtain and email data and information, etc.
- Ability to perform mathematical calculations such as addition, subtraction, multiplication, division, and percentages.
- Knowledge of cash handling procedures including cashier accountability.
- Knowledge of inventory management and merchandising practices.
- Knowledge of food handling, safety and sanitation regulations.
- Ability to effectively communicate information and standards verbally and in writing to staff, suppliers and customers.

- Ability to interface with staff, suppliers and customers in a respectful and effective manner.
- Ability to develop and maintain organization and to attend to detail.
- Ability to solve problems and deal with a variety of situations relating to operations and business relationships.
- Ability to obtain the required local and state beer and wine tasting and sales certification. Ability to obtain the required local and state food handling management certifications.

**PREFERRED WORK EXPERIENCE and/or EDUCATION:**

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- High school diploma or equivalent. Post-secondary business school training preferred.
- Three or more years of retail experience. Experience to include at least one to two years as a store manager, or similar position in retail or equivalent type operation.

**WORKING CONDITIONS:**

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- Frequent walking and standing.
- Frequent bending, stooping and kneeling to run check out station, stock merchandise and unload trucks.
- Frequent handling of merchandise and equipment such as hand-held scanner, pricing guns, box cutters, merchandise containers, two-wheel dollies, and hand trucks.
- Frequent and proper lifting of up to 40 pounds; occasional lifting of up to 55 pounds. Occasional climbing using ladder.
- Regularly driving/providing own transportation.
- Fast-paced environment; moderate noise level.
- Exposed to outside weather conditions.
- Occasionally exposed to slippery floor surfaces.
- Occasionally exposed to cleaning solutions.
- Occasionally exposed to hazardous equipment with moving mechanical parts.