

CLASSIFICATION: REGIONAL STORE SUPERVISOR

Class Code: 7593-26

Date Established: 03-02-11

Occupational Code: 1-3-6

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To oversee retail store operations and assigned subordinate staff in a specified region or major geographical area, ensuring legal compliance, efficiency, profitability, and the provision of customer service.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Supervises the operations of multiple retail stores in a defined regional or geographical area.
- Evaluates staff and store operations for all assigned stores to ensure efficiency and profitability, to include conducting personnel interviews, recommending applicants for hire and promotion, orienting and training new staff, taking disciplinary action, and ensuring annual staff performance evaluations.
- Identifies store staffing needs and recommends strategies to provide adequate staffing.
- Implements cost containment strategies, monitors and recommends changes in store operations and in marketing and merchandising activities, assesses budget requirements, and purposes employee budget allocations, to include allocating funding received annually to staff temporary and seasonal store positions.
- Communicates with vendors, customers, buyers, purchasers, distributors, and other parties in the coordination of operational and marketing activities.
- Conducts monthly store audits and assumes responsibility for all levels of inventory control and security (fraud deterrence).
- Analyzes computer reports to monitor sales, voids, shortages and financial data.
- Assumes responsibility for merchandising the retail sales areas of stores.
- Submits short and long-term goals to the supervisor and Commissioner(s) regarding business plans.
- Enforces state compliance regarding all laws relative to the sale of products.

DISTINGUISHING FACTORS:

Skill: Requires skill in analyzing and interpreting data, policy, and procedures OR in using equipment in order to arrive at logical conclusions or recommendations.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and firing employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires medium work, including continuous strenuous activities such as frequent reaching, bending, or lifting as well as performing work activities which require fine manual dexterity or coordination in operating machines or equipment.

Communication: Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

Independent Action: Requires independent judgment in planning and evaluating work procedures and in supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in business administration, management, marketing, accounting or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Eight years' experience as a retail store manager, sales manager, marketing manager, hospitality manager, or customer service-related manager, to include experience in product distribution, product sales, budgeting, and training, four (4) years of which must have been in a supervisory capacity. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and access to reliable transportation required for use in statewide travel.

RECOMMENDED WORK TRAITS: Knowledge of the principles and methods of merchandising and management. Knowledge of inventory procedures and cash control methods and records required in the operation of retail stores. Knowledge of the laws, regulations and rules governing the operation of the state agency retail operation to which position is assigned. Ability to interpret and understand computer printouts and to use them as tools and guides in determining stock levels and in locating discrepancies in store records and accounts. Ability to direct and coordinate the work of other store managers in all phases of management. Ability to recognize and distinguish between human error and mechanical error. Ability to make clear and concise reports in developing or preparing recommendations for improved procedures or policies. Ability to establish and maintain effective working relationships with multiple parties, to include customers, suppliers, subordinates, supervisors, and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.