

Services To Enhance Potential 2941 S. Gulley Road, Dearborn, MI 48124

Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

ASSISTANT RETAIL SALES MANAGER/SKILLS TRAINER

QUALIFICATIONS:

- Education:** High school graduate. College business training preferred.
- Experience:** One (1) year retail sales experience; one (1) year experience supervisory position. Thrift/Resale experience preferred. Proficiency in Microsoft Office required.
- Licensure:** Valid Michigan Driver's License with Chauffeurs endorsement. Insurable with STEP insurance carrier.
- Status:** Union, Non – Exempt

PRINCIPAL FUNCTION:

Assumes select responsibilities of the Retail Sales Manager during his or her absence.

DUTIES AND RESPONSIBILITIES:

Essential Functions:

- A. Perform the duties of a Skills Trainer whenever necessary.
- B. Establishes effective communications with STEP staff and consumers to ensure that they are appropriately informed of store policies and procedures.
- C. Assumes responsibility for the effective administration of retail store functions, maintains operations records, including daily transaction documents, sales and revenue reports, expense reports, loss summaries, and accounting documents.
- D. Tracks inventory and ensures it is handled, stored, and processed to minimize loss or damage.
- E. Participates in budgeting and auditing store operations expenses. Oversees the implementation and adjustment of cost controls.
- F. Ensures the coordination of interior and exterior store maintenance.
- G. Assumes responsibility for store security. Monitors and updates store security systems including cameras and fire/theft alarms.
- H. Directs opening and closing procedures, and tracks store access, keys, security codes, and employee identification badges.
- I. Ensures the appropriate control of cash, credit cards, and financial information.
- J. Establishes and maintains positive business relationships with customers, donors, and consumers. Handles complaints and concerns in a timely and responsive manner.
- K. Ensures conformance to DCH, DWMHA, Medicaid, MCPN, CARF and other standards.
- L. Assists in the development and implementation of safety standards and training.
- M. Maintains store and inventory, materials, and equipment.

Assistant Retail Sales Manager, continued

- N. Prepares and submits all records, documents, and reports in a timely manner.
- O. Participates in the interview and hiring process, as well as disciplinary process of the Retail Sales Associate position.
- P. Participate in the scheduling of Retail Sales Associates work schedules and store truck runs.
- Q. Provides personal care assistance for persons receiving services, as needed.
- R. Adheres to all STEP Policies and Procedures.
- S. Maintain a personal vehicle for use in performing job duties.

Marginal Functions:

- A. Participate on Service To Enhance Potential's committees as assigned.
- B. Coordinate and supervise student education field placements, volunteers, trainees, and aides.
- C. Represent Services To Enhance Potential in the community and provide information regarding Services To Enhance Potential programs and services.
- D. Participate in the ongoing growth and development of Services To Enhance Potential through attendance and participation in staff and other STEP meetings and committees.
- E. Identify and promote opportunities for employment, volunteer and community experiences.
- F. Assume other duties and responsibilities as assigned by the Retail Sales Manager.
- G. Provide coverage for other positions as needed.

The statements made herein are intended to describe the nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

PERFORMANCE FACTORS:

Customer Relations – 20 percent
Store/work area appearance – 20 percent
Job Knowledge – 20 percent
Communication – 15 percent
Quality – 15 percent
Safety – 10 percent

SUPERVISION RECEIVED: Retail Sales Manager

TECHNICAL ASSISTANCE RECEIVED: Director of Employment and Training Services, Resource Center Director

Date Approved:

Date Effective: 10/1/07

Date Reviewed: 10/28/10, 3/22/2012, 8/14/2014, 01/30/2018