

**JOB DESCRIPTION**

Position Title: General Manager

Effective Date: 10/02/17

Reports To: Board of Directors

**STATEMENT OF PURPOSE**

Assist Board of Directors with operation of the Pacific Thrift Store, including the execution of all policies, procedures, programs, and systems. Assists with achievement of store objectives while following Pacific Store guidelines. Ensures compliance with all federal, state and local laws and ethical business practices. Provides leadership, direction, training and development to employees and volunteers. Responsible for creating and maintaining a positive work environment.

**Accountability 1**

Works with store team to meet sales goals versus budget and prior year, including participation in marketing programs. Executes appropriate plans to resolve unfavorable trends and enhance sales.

Key Measurement Criteria:

- Sales performance versus budget and prior year
- Execution of local marketing
- Execution of sales
- Identification and communication of sales trends to Board of Directors

**Accountability 2**

Manages labor and other controllable expenses. Works with store team to meet profit objectives.

Key Measurement Criteria:

- Profit performance versus budget and prior year
- Management of product and other controllable costs
- Execution of labor hours versus labor guide
- Identification and communication of profit trends to Board of Directors

**Accountability 3**

Executes the stores' Human Resources programs for crew employees. Manages crew employees in a manner which maximizes retention. Ensures compliance with all federal, state and local employment laws.

Key Measurement Criteria:

- Contribution toward achievement of crew and volunteer's turnover goals
- Management and resolution of performance issues with employees; notification of performance issues to Board of Directors.
- Recognition, compensation, discipline and other labor and employment practices are in compliance with all federal, state and local employment laws.
- Environment in which employees are treated with respect and dignity

**Accountability 4**

Ensures Cleanliness and Organization is maintained through the assigned shift. Ensures guest relation policies/procedures are being executed.

Key Measurement Criteria:

- Always ensures 5 Star Service and Cleanliness standards on assigned work shifts
- Assist with Training of all employees and volunteers on execution of all procedures
- Execution of guest relation activities, including interaction with guests
- Ensures timely resolution of customer complaints

#### **Accountability 5**

Executes Pacific Thrift Store policies and procedures for the control of cash, property, product and equipment. Monitors inventory levels to ensure product availability on the floor. Maintains safe working conditions. Ensures execution of preventive maintenance.

Key Measurement Criteria:

- Execution of policies and procedures for control of cash, property, product and equipment
- Execution of time goals to complete various tasks
- Ensures safety of work environment during shifts
- Reporting and monitoring of maintenance problems

#### **Accountability 6**

Completes all administrative requirements and reports. Assists Board of Directors with payroll records and other Company records in accordance with Store's policies.

Key Measurement Criteria:

- Analysis and management of daily sales readings
- On-time completion of all administrative requirements as requested by Board of Directors
- Development and execution of daily shift plan