



Position Description

Job Title:	Inventory Merchandise Manager	Location:	Various
Reports to:	General Manager	FLSA:	Non-Exempt
Department:	Store Operations	Date:	June 2010

Position Summary: The Inventory Merchandise Manager (IMM) is responsible for managing all aspects of customer service, safety and vendor care. The IMM is a dedicated resource within the store management team responsible for maintaining accurate article level inventory to maximize sales. In addition to leading execution of article level inventory process and achieving stated goals, the Inventory Merchandise Manager is required to train and direct customer service associates in customer service, receiving processes, dry-stock maintenance, housekeeping and other tasks necessary for efficient store level operations.

Principal Duties:

1. Ensures a pleasant shopping experience for all customers.
2. Manages the training, coaching and performance management of customer service associates.
3. Provides subject matter expertise in the area of customer service programs including cash management, “point of sale” maintenance, and cycle counts; maintains accurate article level inventory, follows proper vendor check in processes, and provides housekeeping for the store.
4. Ensures the 24/7 execution of all customer service programs and processes.
5. Ensures execution of established safety, security, quality, and store operations policies, procedures and practices.
6. Analyzes customer service results and trends and prepares action plans.
7. Coordinates daily customer service assignments and activities of associates.

Requirements:

- Leadership experience in a fast paced retail, food service, or fuel environment;
- High School Diploma or equivalent (additional coursework, training or certifications preferred)
- Experience, skills and abilities consistent with the Team Leader competencies:
 - Coaching and Developing Others
 - Relationship Building
 - Customer Focus
 - Managing Change
 - Responsibility
 - Process Management & Execution
 - Business Drive
- Availability to work all shifts, weekends and holidays

Preceding job description has been designed to indicate the general nature and level of work performed by associates within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of associates assigned to this job.