



Responsibility Statement General Manager

Summary:

Serves as the leader and oversees the retail operation of a specific store; ensures that the store operates efficiently and in compliance with applicable federal, state and local laws and Company policies; properly trains employees to ensure all store positions are staffed to appropriately handle all customer service issues; ensures the store maximizes sales and profits while maintaining asset controls

Top Organization:	Operations	Job Location:	Store
Job Profile:	General Manager	Reports To:	District Manager
Job Family Group:	Store Group	Job Family:	Store Salary Management / Store Hourly Management
Position Type:	Full-time	Scheduled Hours:	50
Management Level:	5 Supervisor	Grade(s):	4, 5, 6
Pay Rate Type:	Salary / Hourly	Job Exempt:	Yes / No
Effective Date:	12/14/1998	Revision Date:	12/1/2006; 9/1/2008; 1/2/2009; 10/1/2010; 1/15/2012; 6/1/2015 (updated); 12/31/2016; 2/6/2018 (updated); 9/12/2019; 6/1/2021

Responsibilities:

- Provides customer service leadership and direction for entire store and team of employees working in the same location
- Trains, schedules and coaches store employees to ensure store positions are staffed to appropriately handle customer service needs
- Ensures that employees follow all Company policies as detailed in the Operations Manual, and in compliance with federal, state and local laws; including taking steps to ensure compliance with uniform, personal appearance, and customer service standards
- Works in tandem with the Lead Customer Service Representative and/or Assistant Manager (where applicable) to ensure leadership is available to customers and employees at all times
- Utilizes daily documentation and worksheets, including but not limited, to the Speedway Customer Ready Worksheets, to ensure constant store readiness and relentless execution of the consistent exceptional customer experience
- Provides support to store as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable back up has been provided
- Identifies qualified applicants, performs interviews as needed, and makes employment decisions including, but not limited to, hiring, evaluating, scheduling, training, promotions, and disciplining as needed up to and including recommendations with respect to termination of employment
- Promotes and maintains a clean and organized store appearance inside and out
- Fosters an environment focused on customer service and satisfaction
- Promotes staff retention by working to develop leaders, empower employees and encourage increased employee productivity
- Handles escalated customer concerns. Seeks appropriate resolution for the situation while observing Company guidelines
- Performs and supervises all minor maintenance tasks to eliminate inconvenience to the customer; supports procedures for additional repairs and maintains work orders
- Responds quickly to all emergencies for the safety and security of customers and employees and notifies the appropriate individuals

- Ensures all merchandising and marketing programs are executed properly, which includes maintaining plan-o-gram integrity and appropriate sign placement
- Ensures the store maximizes sales and educates staff on selling initiatives
- Audits inventory on a regular basis and manages on-hand quantities, adding back stock to displays as needed
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Ensures that all products and merchandise are ordered properly by training employees to complete requests, verify deliveries and post accurate invoices
- Conducts area pricing surveys, reports the results, and adjusts sales prices as directed
- Monitors store activities to ensure that transactions are taking place in the proper manner
- Adheres to and trains employees to follow proper asset control policies and procedures
- Ensures foodservice products are fresh and appealing by rotating products appropriately and removing out-of-date products
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Ensures that all necessary store reports and paperwork, including performance appraisals, are completed in a timely fashion
- Completes other duties as assigned by Management

Education Requirements:

- High School Diploma or GED

Experience Requirements:

- Previous supervisory experience preferred
- Retail experience a plus
- Completion of the General Manager Training program and other relevant Company required training programs and required certifications
- See Grade Level Distinctions

Skills and Attributes:

- Experience with Word, Excel, and other MS Office suite applications
- Good understanding of Company systems and technology
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of intra-department functions, store operations and corporate business plans
- Knowledge of retail business management practices
- Knowledge of all types of store transactions and related programs
- Knowledge of ways to handle customer and employee injuries, incidents and accidents

Physical Job Demands:

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Must have a valid driver's license from the state in which employee resides
- Must maintain automotive liability insurance during course of employment
- Has necessary means to conduct area pricing surveys

Preferred Managerial Attributes:

- Exhibits strong leadership qualities and a desire to succeed
- Serves as coach to employees by modeling appropriate workplace behavior
- Interacts positively with employees by seeking input and providing appropriate feedback
- Seeks opportunities for employees to develop skills
- Identifies and attracts outgoing, customer focused individuals to build a customer driven workforce
- Understands, actively demonstrates and promotes the principles of the customer service initiatives
- Creates excitement around Company initiatives in order to drive sales goals
- Empowers employees to make non-personnel related decisions in absence of immediate Manager
- Fosters a work environment where good performance is recognized and rewarded

This job description is intended to describe the general nature and level of the work being performed by the individuals assigned to this job. This is not an exhaustive list of all duties and responsibilities. Management reserves the right to amend and change the duties and responsibilities of this job to meet business and organizational needs as necessary.

Grade Level Distinctions

Hourly General Manager Grade 4

- Responsible for a Level 1 or 2 store
- Supervises a limited amount of authorized hours
- Provides leadership to store staff
- Manages a store with limited marketing programs and/or less sales volume
- May have a limited understanding of store operations
- May receive guidance from more experienced professionals, particularly on the more difficult aspects of the job

Hourly General Manager Grade 5

- Responsible for a Level 3-6 store
- Entry to moderate level of experience as a General Manager
- Provides leadership to store staff, including shift management
- May receive some guidance from more experienced professionals particularly on the more difficult aspects of the job
- May provide advice and guidance to less experienced professionals or other personnel as situations require

Hourly General Manager Grade 6

- Responsible for a Level 3-6 store
- May have moderate to advanced level of experience as a General Manager
- Provides leadership to store support staff, including shift management
- May receive limited guidance from more experienced professionals particularly on the more difficult aspects of the job
- May provide advice and guidance to less experienced professionals or other personnel as situations require

Salary General Manager Grade 4

- Responsible for a Level 1 or 2 store
- Coordinates and supervises store staff
- Manages a store with limited marketing programs and/or less sales volume
- Makes personnel and store operations decisions
- Has knowledge of store operations
- May receive limited guidance from more experienced professionals, particularly on the more difficult aspects of the job

Salary General Manager Grade 5

- Responsible for a Level 3-6 store
- Entry to moderate level of experience as a General Manager
- Oversees a larger amount of labor hours and shift management personnel
- Makes personnel and store operations decisions
- Manages a store with multiple marketing programs, food programs and/or higher sales volume
- May oversee a store with a café, restaurant, or commercial fueling location
- May receive some guidance from more experienced professionals particularly on the more difficult aspects of the job
- Provides advice and guidance to less experienced professionals or other personnel as situations require

Salary General Manager Grade 6

- Responsible for a Level 3-6 store
- May have moderate to advanced level of experience as a General Manager
- Oversees a larger amount of labor hours and shift management personnel
- Makes personnel and store operations decisions
- Manages a store with multiple marketing programs, food programs and/or higher sales volume
- May oversee a store with a café, restaurant, or commercial fueling location
- May receive limited guidance from more experienced professionals
- May serve as a mentor to less experienced General Managers
- Provides advice and guidance to less experienced professionals and other personnel as situations require



Responsibility Statement Branded Foods Restaurant Manager

Summary:

Provides customer service leadership/direction for entire restaurant while overseeing the efficient operation in accordance with Company policies as detailed in the Operations Manual and in compliance with federal, state and local laws; properly trains employees to ensure all restaurant positions are staffed to appropriately handle all customer service issues; ensures the restaurant maximizes sales and profits while maintaining asset controls

Top Organization:	Operations	Job Location:	Store
Job Profile:	Branded Foods Restaurant Manager	Reports To:	District Manager
Job Family Group:	Store Group	Job Family:	Store Salary Management / Store Hourly Management
Position Type:	Full-time	Scheduled Hours:	40, 50
Management Level:	5 Supervisor	Grade(s):	4, 5, 6
Pay Rate Type:	Salary / Hourly	Job Exempt:	Yes / No
Effective Date:	12/14/1998	Revision Date:	12/1/2006; 1/1/2009; 1/21/2013; 6/23/2015 (updated); 12/31/2016; 6/1/2021

Responsibilities:

- Provides customer service leadership and direction for entire team of employees working in the same restaurant
- Trains, schedules and coaches restaurant employees to ensure restaurant positions are staffed to appropriately handle customer service needs and food related duties as necessary
- Ensures employees follow all Company policies as detailed in the Operations Manual, and in compliance with federal, state and local laws; including taking steps to ensure compliance with uniform, personal appearance, and customer service standards
- Works in tandem with the Lead Foodservice Specialists to ensure leadership within the restaurant, and is available to customers and employees at all applicable times, including weekends, evenings and other high activity periods
- Promotes the principles of Consistent Elite Customer Service (Customer Interaction, Restaurant Appearance and Product Availability)
- Handles customer concerns immediately; seeks appropriate resolution while observing Company guidelines
- Promotes and maintains a clean and organized restaurant appearance inside and out; ensures proper signage is posted and all items priced consistently and updated on a timely basis as needed
- Ensures all merchandising and marketing programs are executed properly; including ordering products, verifying deliveries, posting invoices, rotating and facing product
- Provides support to restaurant as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable back up has been provided
- Serves as a mentor to new employees and models appropriate workplace behavior
- Delegates both responsibility and authority when appropriate, and follows-up to ensure proper completion
- Identifies qualified applicants, performs interviews as needed, and makes employment decisions including, but not limited to, hiring, evaluating, scheduling, training, promotions, and disciplining as needed up to and including recommendations with respect to termination of employment
- Communicates staffing forecast to recruiting centers, when applicable
- Maintains high staff retention by developing leaders, empowering employees and increasing employees' levels of productivity
- Fosters an environment focused on customer service and satisfaction

- Demonstrates a high value for Health, Environment, Safety & Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees.
- Handles customer and employee injuries, incidents and accidents according to appropriate policy and procedures
- Completes other duties as assigned by Management

Education Requirements:

- High School Diploma or GED

Experience Requirements:

- Restaurant/food service experience preferred
- Completion of relevant Company required training programs and required certifications
- See Grade Level Distinctions

Skills and Attributes:

- Experience with Word, Excel and other MS Office suite applications
- Good understanding of Company systems and technology
- Excellent communication skills and the ability to research and resolve issues
- Knowledge of ways to handle customer and employee injuries, incidents and accidents
- Demonstrates appropriate knowledge of the restaurant operation and proficiency to perform the listed job responsibilities

Physical Job Demands:

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Must have a valid driver's license from the state in which employee resides
- Must maintain automotive liability insurance during course of employment

Preferred Managerial Attributes:

- Exhibits leadership/people development skills and a desire to succeed
- Understands, actively demonstrates and promotes the principles of Consistent Elite Customer Service (Customer Interaction, Restaurant Appearance and Product Availability)
- Serves as a coach to employees by modeling appropriate workplace behavior
- Seeks opportunities for employees to develop skills

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Grade Level Distinctions

Hourly Branded Foods Restaurant Manager Grade 4

- Responsible for a Level 1 or 2 store
- Supervises a limited amount of authorized hours
- Provides leadership to store staff
- Manages a restaurant with less sales volume
- May have a limited understanding of restaurant operations
- May receive guidance from more experienced professionals, particularly on the more difficult aspects of the job

Salary Branded Foods Restaurant Manager Grade 4

- Responsible for a Level 1 or 2 store
- Coordinates and supervises store staff
- Manages a restaurant with less sales volume
- Makes personnel and restaurant operations decisions
- Has knowledge of restaurant operations
- May receive limited guidance from more experienced professionals, particularly on the more difficult aspects of the job

Salary Branded Foods Restaurant Manager Grade 5

- Responsible for a Level 3-6 store
- Entry to moderate level of experience as a Branded Foods Restaurant Manager
- Oversees a larger amount of labor hours and shift management personnel
- Makes personnel and restaurant operations decisions
- Manages a restaurant with more complex food program and/or higher sales volume
- May receive some guidance from more experienced professionals, particularly on the more difficult aspects of the job
- Provides advice and guidance to less experienced professionals or other personnel as situations require

Salary Branded Foods Restaurant Manager Grade 6

- Responsible for a Level 3-6 store
- May have moderate to advance level of experience as a Branded Foods Restaurant Manager
- Oversees a larger amount of labor hours and shift management personnel
- Makes personnel and restaurant operations decisions
- Manages a restaurant with complex food programs and/or higher sales volume
- May receive limited guidance from more experienced professionals
- May serve as a mentor to less experienced Branded Foods Restaurant Managers
- Provides advice and guidance to less experienced professionals or other personnel as situations require



Responsibility Statement Café Manager

Summary:

Serves as the leader and oversees the foodservice operation within a specific store; ensures that the Café foodservice programs operate efficiently and in compliance with applicable federal, state and local laws and Company policies; provides day-to-day direction and oversight to Café employees

Top Organization:	Operations	Job Location:	Store
Job Profile:	Café Manager	Reports To:	General Manager
Job Family Group:	Store Group	Job Family:	Store Salary Management
Position Type:	Full-time	Scheduled Hours:	50
Management Level:	5 Supervisor	Grade(s):	4
Pay Rate Type:	Salary	Job Exempt:	Yes
Effective Date:	10/1/2010	Revision Date(s):	3/1/2012 (updated); 2/1/2016; 1/4/2018; 5/22/2019 (updated); 6/1/2021

Responsibilities:

- Provides customer service leadership and direction for entire Café and team of employees working in the same Café
- Trains, schedules and coaches Café employees to ensure Café positions are staffed to appropriately handle customer service needs
- Evaluates employee performance, completes employee reviews and salary considerations, and completes disciplinary actions
- Identifies qualified applicants, performs interviews as needed, and makes employment decisions including, but not limited to, hiring, evaluating, scheduling, training, promotions, and disciplining as needed up to and including recommendations with respect to termination of employment
- Ensures that Café employees follow all Company policies as detailed in the Operations Manual, Foodservice User's Guide, other foodservice guides, and in compliance with federal, state and local laws
- Works in tandem with all store personnel within the store and Café area to ensure leadership is available to customers and employees at all times
- Provides support to foodservice area as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable back up has been provided
- Promotes staff retention by empowering employees and encouraging increased employee productivity
- Handles escalated customer concerns; seeks appropriate resolution for the situation while observing Company guidelines
- Adheres to and trains employees to follow all policies and procedures
- Ensures the Café area maximizes sales and profits while maintaining asset controls
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Performs and supervises all minor maintenance tasks to eliminate inconvenience to the customer; supports procedures for additional repairs and maintains work orders
- Responds quickly to all emergencies for the safety and security of customers and employees and notifies the appropriate individuals
- Promotes and maintains a clean and organized Café area appearance
- Fosters an environment focused on customer service and satisfaction
- Orders products, verifies deliveries and posts accurate invoices
- Follows and complies with all health and sanitation procedures and adheres to safe work practices

- Manages inventory levels including completing inventory counts required for accurate ordering of products
- Audits inventory on a regular basis and manages on-hand quantities
- Ensures foodservice products are fresh and appealing by rotating products appropriately and removing out-of-date products
- Ensures that all products and merchandise are ordered properly by training employees to complete requests, verifying deliveries and posting accurate invoices
- Monitors store activities to ensure that transactions are taking place in the proper manner
- Ensures that all necessary reports and paperwork, including performance appraisals, are completed in a timely fashion
- Completes other duties as assigned by Management

Education Requirements:

- High School Diploma or GED

Experience Requirements:

- Food Safety Certification or Serve Safe Certified
- Restaurant/foodservice experience preferred
- Completion of Speedway required training program

Skills and Attributes:

- Experience with Word, Excel, and other MS Office suite applications
- Good understanding of Company systems and technology
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of intra-department functions and store operations
- Knowledge of all types of foodservice and related programs
- Knowledge of ways to handle customer and employee injuries, incidents and accidents

Physical Job Demands:

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Must have a valid driver's license from the state in which employee resides
- Must maintain automotive liability insurance during course of employment

Preferred Managerial Attributes:

- Exhibits strong leadership qualities and a desire to succeed
- Serves as a mentor to employees by modeling appropriate workplace behavior
- Interacts positively with employees by seeking input and providing appropriate feedback
- Understands, actively demonstrates and promotes the principles of the customer service initiatives
- Creates excitement around Company initiatives in order to drive sales goals
- Fosters a work environment where good performance is recognized and rewarded

This job description is intended to describe the general nature and level of the work being performed by the individuals assigned to this job. This is not an exhaustive list of all duties and responsibilities. Management reserves the right to amend and change the duties and responsibilities of this job to meet business and organizational needs as necessary.



Responsibility Statement Café Manager Trainee

Summary:

Serves as a trainee for a specific training period with the intention to prepare for responsibilities as a Café Manager; learns essential aspects of the Café Manager job and demonstrates successful completion prior to being promoted; learns how to serve as the leader and oversees the foodservice operation within a specific Café; ensures that the Café foodservice programs operate efficiently and in compliance with applicable federal, state and local laws and Company policies; provides day-to-day direction and oversight to foodservice employees

Top Organization:	Operations	Job Location:	Store
Job Profile:	Café Manager Trainee	Reports To:	Café Manager
Job Family Group:	Store Group	Job Family:	Store Hourly Management
Position Type:	Full-time	Scheduled Hours:	50
Management Level:	6 Individual Contributor	Grade(s):	4
Pay Rate Type:	Hourly	Job Exempt:	No
Effective Date:	9/3/2015	Revision Date(s):	11/1/2016 (updated); 6/1/2021

Responsibilities: (The following are to be learned and practiced during the training period)

- Plans and monitors the daily and weekly work schedules of foodservice employees, including, but not limited to, directing work assignments, providing guidance and assistance on daily activities and projects, monitoring and evaluating performance, making recommendations on employee reviews and salary considerations, and assisting in disciplinary actions
- Provides training and coaching to employees, ensuring Café positions are staffed to appropriately handle specific food preparation and customer service needs
- Helps to ensure that employees follow all Company policies as detailed in the Operations Manual, Foodservice User's Guide, and other foodservice guides, and in compliance with federal, state, and local laws
- Promotes an environment focused on customer service, satisfaction and store cleanliness
- Works in tandem with other associates within the store and foodservice area to ensure leadership is available to customers and employees at all times
- Provides support to foodservice area as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable backup has been provided
- Helps perform and supervise all minor maintenance tasks in order to eliminate inconvenience to the customer. Supports procedures for additional repairs and maintains work orders
- Ensures applications and staffing forecasts are forwarded to recruiting centers when applicable
- Responds quickly to all emergencies for the safety and security of customers and employees; notifies the appropriate individuals as needed
- Helps audit foodservice inventory and manages on hand quantities to ensure product availability and inventory accuracy
- Ensures that all necessary reports and paperwork are completed in a timely fashion
- Promotes staff retention by empowering employees and encouraging increased employee productivity
- Handles escalated customer concerns in absence of the General Manager. Seeks appropriate resolution for the situation while observing Company guidelines
- Adheres to, and trains employees to follow all policies and procedures
- Ensures the foodservice area maximizes sales and profits while maintaining asset controls
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Promotes and maintains a clean and organized foodservice area appearance

- Fosters an environment focused on customer service and satisfaction
- Orders products, verifies deliveries and posts accurate invoices as directed by manager
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Manages inventory levels, including completing inventory counts required for accurate ordering or product
- Completes other duties as assigned by Management

Education Requirements:

- High School Diploma or GED

Experience Requirements:

- Restaurant/Foodservice experience preferred
- Completion of Speedway required training program
- Previous supervisory experience preferred

Skills and Attributes:

- Good understanding of Company systems and technology
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of intra-department functions and store operations
- Knowledge of all types of foodservice and related programs
- Knowledge of ways to handle customer and employee injuries, incidents and accidents

Physical Job Demands:

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Must have a valid driver's license from the state in which employee resides
- Must maintain automotive liability insurance during course of employment
- Reports all time worked, on or off site, for appropriate compensation

Preferred Managerial Attributes:

- Exhibits strong leadership qualities and a desire to succeed
- Serves as a mentor to employees by modeling appropriate workplace behavior
- Interacts positively with employees by seeking input and providing appropriate feedback
- Seeks opportunities for employees to develop skills
- Identifies and attracts outgoing, customer focused individuals to build a customer driven workforce
- Understands, actively demonstrates and promotes the principles of the customer service initiatives
- Creates excitement around Company initiatives in order to drive sales goals
- Fosters a work environment where good performance is recognized and rewarded
- Demonstrates the required competencies needed to become a Café Manager, and is willing and available to be promoted to any available location in the market area
- Empowers employees to make non-personnel related decisions in absence of immediate Manager

This job description is intended to describe the general nature and level of the work being performed by the individuals assigned to this job. This is not an exhaustive list of all duties and responsibilities. Management reserves the right to amend and change the duties and responsibilities of this job to meet business and organizational needs as necessary.



Responsibility Statement Assistant Manager / Lead Assistant Manager

Summary:

Serves as the leader and oversees the retail operation of a specific store, in conjunction with the General Manager or Branded Foods Restaurant Manager; helps ensure that the store operates efficiently and in compliance with applicable federal, state and local laws and Company policies

Top Organization:	Operations	Job Location:	Store
Job Profile:	Assistant Manager 40 Assistant Manager Lead 45 Assistant Manager Lead 50	Reports To:	General Manager or Branded Foods Restaurant Manager
Job Family Group:	Store Group	Job Family:	Store Hourly Management
Position Type:	Full-time	Scheduled Hours:	40, 45, 50
Management Level:	6 Individual Contributor	Grade(s):	4
Pay Rate Type:	Hourly	Job Exempt:	No
Effective Date:	11/1/2017	Revision Date:	6/1/2021

Responsibilities:

- Provides customer service leadership and direction, in conjunction with the General Manager or Branded Foods Restaurant Manager, for entire store and team of employees working in that location
- Trains, schedules and coaches all new and current store associates to ensure store positions are staffed to appropriately handle customer service needs
- Adheres to and trains employees on federal, state and local regulations and ensures the sale of age restricted products are prohibited to individuals under the minimum age requirement
- Helps ensure that employees follow all Company policies as detailed in the Operations Manual, and in compliance with federal, state and local laws; including taking steps to ensure compliance with uniform, personal appearance, and customer service standards
- Works in tandem with the manager of the store to ensure leadership is available to customers and employees at all times
- Provides support to store as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable back up has been provided
- Assists in identifying qualified applicants, performing interviews as needed, and making employment decisions including, but not limited to hiring, evaluating, scheduling, training and disciplining as needed
- Ensures applications and staffing forecasts are forwarded to recruiting centers when applicable
- Promotes an environment focused on customer service, satisfaction and store cleanliness
- Maintains high staff retention by helping to develop leaders, empower employees and encourage increased employee productivity
- Handles escalated customer concerns and emergencies in absence of the manager. Seeks appropriate resolution for the situation while observing Company guidelines
- Helps perform and supervise all minor maintenance tasks in order to eliminate inconvenience to the customer; supports procedures for additional repairs, and maintains work orders
- Responds quickly to all emergencies for the safety and security of customers and employees and notifies the appropriate individuals
- Ensures proper execution of Company standards by maintaining knowledge in the following sales responsibilities: food focus, counts/inventory, vendor relations and selling point/engagement
- Assists in implementing all merchandising, marketing and foodservice programs, which includes maintaining plan-o-gram integrity, appropriate sign placement and proper preparation and execution of foodservice products
- Promotes store sales and selling initiatives and encourages the team to strive to reach goals and objectives. Provides

- suggestions for improving sales, margins and execution of all programs
- Motivates and coaches store associates on proper upselling techniques. Reviews sales reports to ensure the store is on track to achieve selling point goals and promotions
- Ensures promotional signage and displays are properly updated per guidelines
- Provides training to store associates regarding food preparation procedures. Ensures proper preparation, presentation and maintenance of all stock levels
- Helps audit inventory on a regular basis and manages on-hand quantities; adds back stock to displays as needed
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Ensures that employees are properly trained to order merchandise and products, verify deliveries and are able to post invoices accurately
- Conducts area pricing surveys, at the request of the manager, reports the results and adjusts sales prices as directed
- Monitors store activities to ensure that transactions are taking place in the proper manner
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Supports General Manager in full execution of the Customer Readiness Indicators
- Completes other duties as assigned by Management

Education Requirements:

- High School Diploma or GED

Experience Requirements:

- Previous supervisory experience preferred
- Retail experience a plus
- Completion of required training program

Skills and Attributes:

- Experience with Word, Excel, and other MS Office suite applications
- Good understanding of Company systems and technology
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of intra-department functions, store operations and corporate business plans
- Good understanding of profit and loss statements and financial overview of the store
- Knowledge of retail business management practices
- Knowledge of all types of store transactions and related programs
- Knowledge of ways to handle customer and employee injuries, incidents and accidents

Physical Job Demands:

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Supports General Manager or Branded Foods Restaurant Manager in covering the store in absence of the Manager and coordinates proper coverage
- Must have a valid driver's license from the state in which employee resides
- Must maintain automotive liability insurance during course of employment
- Has necessary means to conduct area pricing surveys
- Reports all time worked, on or off site, for appropriate compensation

Preferred Managerial Attributes:

- Exhibits strong leadership qualities and a desire to succeed
- Serves as coach to employees by modeling appropriate workplace behavior
- Interacts positively with employees by seeking input and providing appropriate feedback
- Seeks opportunities for employees to develop skills
- Identifies and attracts outgoing, customer focused individuals to build a customer driven workforce
- Understands, actively demonstrates and promotes the principles of the customer service initiatives
- Creates excitement around monthly selling promotions in order to drive sales goals
- Empowers employees to make non-personnel related decisions in absence of immediate Manager
- Fosters a work environment where good performance is recognized and rewarded
- Demonstrates the required competencies needed to become a General Manager or Branded Foods Restaurant Manager, and is willing and available to be promoted to any available location in the market area

This job description is intended to describe the general nature and level of the work being performed by the individuals assigned to this job. This is not an exhaustive list of all duties and responsibilities. Management reserves the right to amend and change the duties and responsibilities of this job to meet business and organizational needs as necessary.



Responsibility Statement Assistant Manager Trainee

Summary:

Serves as a trainee for a specific training period with the intention to prepare for responsibilities as an Assistant Manager; learns essential aspects of the Assistant Manager job and demonstrates successful completion of training prior to being promoted; learns how to serve as the leader and to oversee the retail operation of a specific store, in conjunction with the General Manager or Branded Foods Restaurant Manager; and learns how to help ensure that the store operates efficiently and in compliance with applicable federal, state and local laws and Company policies

Top Organization:	Operations	Job Location:	Store
Job Profile:	Assistant Manager Trainee 40 Assistant Manager Trainee 45 Assistant Manager Trainee 50	Reports To:	General Manager or Branded Foods Restaurant Manager
Job Family Group:	Store Group	Job Family:	Store Hourly Management
Position Type:	Full-time	Scheduled Hours:	40, 45, 50
Management Level:	6 Individual Contributor	Grade(s):	4
Pay Rate Type:	Hourly	Job Exempt:	No
Effective Date:	11/1/2017	Revision Date(s):	6/1/2021

Responsibilities: (The following are to be learned and practiced during the training period)

- Provides customer service leadership and direction, in conjunction with the General Manager or Branded Foods Restaurant Manager, for entire store and team of employees working in that location
- Monitors store activities to ensure that transactions are taking place in the proper manner, in order to provide maximum customer service
- Demonstrates customer service as a priority; handles escalated customer concerns and emergencies in absence of manager. Seeks appropriate resolution for the situation while observing Company guidelines and ensuring customer satisfaction
- Trains, schedules and coaches all new and current store associates to ensure store positions are staffed to appropriately handle customer service needs
- Ensures customer service is a priority by scheduling staff consistent with customer activity
- Adheres to and trains employees on federal, state and local regulations and ensures the sale of age restricted products are prohibited to individuals under the minimum age requirement
- Helps ensure that employees follow all Company policies as detailed in the Operations Manual, and in compliance with federal, state and local laws; including taking steps to ensure compliance with uniform, personal appearance, and customer service standards
- Works in tandem with the manager to ensure leadership is available to customers and employees at all times
- Provides support to store as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable back up has been provided
- Assists in identifying qualified applicants, performing interviews as needed, and making employment decisions including but not limited to hiring, evaluating, scheduling, training and disciplining as needed
- Ensures applications and staffing forecasts are forwarded to recruiting centers when applicable
- Promotes an environment focused on customer service, satisfaction and store cleanliness
- Maintains high staff retention by helping to develop leaders, empower employees and encourage increased employee productivity
- Helps perform and supervise all minor maintenance tasks in order to eliminate inconvenience to the customer; supports procedures for additional repairs and maintains work orders
- Responds quickly to all emergencies for the safety and security of customers and employees and notifies the

appropriate individuals

- Ensures proper execution of Company standards by maintaining knowledge in the following sales responsibilities: food focus, counts/inventory, vendor relations and selling point/engagement
- Assists in implementing all merchandising, marketing and foodservice programs, which includes maintaining plan-o-gram integrity, appropriate sign placement and proper preparation and execution of foodservice products
- Promotes store sales and selling initiatives and encourages the team to strive to reach goals and objectives. Provides suggestions for improving sales, margins and execution of all programs
- Motivates and coaches store associates on proper upselling techniques. Reviews sales reports to ensure the store is on track to achieve selling point goals and promotions
- Ensures promotional signage and displays are properly updated per guidelines
- Provides training to store associates regarding food preparation procedures. Ensures proper preparation, presentation and maintenance of all stock levels
- Ensures products are in-stock, in date and available for purchase; helps audit inventory on a regular basis and manages on-hand quantities, adding back stock to displays as needed
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Ensures that employees are properly trained to order merchandise and products
- Conducts area pricing surveys, at the request of the manager, reports the results, and adjusts sales prices as directed
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Ensures that all necessary store reports and paperwork are completed accurately and in a timely fashion
- Completes other duties as assigned by Management

Education Requirements:

- High School Diploma or GED

Experience Requirements:

- Previous supervisory experience preferred
- Retail experience a plus
- Completion of required training program

Skills and Attributes:

- Basic Computer Skills
- Good understanding of Company systems and technology
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of intra-department functions, store operations and corporate business plans
- Good understanding of profit and loss statements and financial overview of the store
- Knowledge of retail business management practices
- Knowledge of all types of store transactions and related programs
- Knowledge of ways to handle customer and employee injuries, incidents and accidents

Physical Job Demands:

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Must have a valid driver's license from the state in which employee resides
- Must maintain automotive liability insurance during course of employment
- Has necessary means to conduct area pricing surveys
- Reports all time worked, on or off site, for appropriate compensation

Preferred Managerial Attributes:

- Exhibits strong leadership qualities and a desire to succeed
- Serves as coach to employees by modeling appropriate workplace behavior
- Interacts positively with employees by seeking input and providing appropriate feedback
- Seeks opportunities for employees to develop skills
- Identifies and attracts outgoing, customer focused individuals to build a customer driven workforce
- Understands, actively demonstrates and promotes the principles of the customer service initiatives
- Creates excitement around monthly selling promotions in order to drive sales goals
- Empowers employees to make non-personnel related decisions in absence of immediate Manager
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