

# JOB DESCRIPTION

Job Title:	<b>Assistant Store Manager</b>	Eff. Date:	05/17/2017
Job Code:	SLEAD	Grade:	ST1
FLSA:	Nonexempt		
Division:	Retail		
Reports to (title):	Store Manager		

## Position Summary

The Assistant Store Manager assists the Store Manager in leading a customer focused, top-line sales driven, profitable and productive store location. The Assistant Store Manager must also inspire and motivate others by exhibiting core value behaviors-including a customer focused selling culture, and ensuring the execution of the Store's KPI's. Assistant Managers also must hold store employees accountable to following all policies and procedures.

## Primary Job Duties & Responsibilities

***List the major duties and responsibilities of this position, in order of importance. Be brief but include all important duties.***

- PacSun Fit**
- Reflects the PacSun brand by demonstrating passion and affinity for product, brands, fashion and trends
  - Inspires and motivates others by consistently exhibiting core value behaviors
  - Demonstrates willingness, aptitude, and initiative to learn what is unknown about product, brands, fashion and trends
- Customer Experience**
- Displays a customer-focused mindset at all times and ensures all team members deliver an engaging, positive and authentic customer experience
  - Handles customer situations in compliance with policy and procedures, attempts to “solve for yes” and escalates issues as appropriate
  - Maintains a clean and well organized store, promoting a safe working and shopping environment to maximize the customer experience
  - Shares feedback from customers with the leadership team to improve the overall customer experience
  - Performs as the floor supervisor role as needed to cover non-peak periods (breaks etc.)
- Priority Setting / Decision Making**
- Prioritizes and delegates tasks to meet all operational needs
  - Displays a customer-focused mindset at all times and ensures all team members deliver an engaging, positive and authentic customer experience
  - Supports and executes visual directives and maintains visual standards set by the company
  - Drives efficiency in all operational store processes
  - Maintains merchandise flow, filling and presentation standards throughout the store and stockroom
  - Maintains a clean and well organized stockroom and store, promoting a safe working and shopping environment to maximize the customer experience
  - Ensures all store associates follow all policies, procedures and all Safety Program practices

**Results Driven**

- Holds self and others responsible for the accomplishment of all operational tasks
- Coaches and provides feedback on Sales Associate’s performance
- Supports associate engagement by recognizing and rewarding outstanding performance
- Provides direction to associates to ensure understanding of company directives and standards

**Operational Responsibilities**

- LOP: Leads floor for management team to cover breaks during non-peak periods
- Supervisory level register access
- Opening / Closing Shift: May be required to open or close store during specific periods based on business needs

**Additional Responsibilities**

- Ability and willingness to take on additional tasks
- Adheres to federal, state and local labor laws
- Secures and maintains assigned company property
- Ability to safely lift up to 50 pounds
- Flexibility with schedule (able to work weekends, early mornings, nights, peak holiday periods)
- Ability to utilize power tools and navigate a ladder as needed

**Education/Skills/Experience**

- Passion for product, brands, fashion and trends
- High school diploma or equivalent required
- Effective written, verbal and presentation skills
- Strong communication and time management skills
- Basic math and computer proficiency
- Previous retail or stock experience required
- Experience supervising teams preferred
- Must be 18 years of age

**Physical Demands**

**List equipment to be operated, lifting requirements, crouching, bending, etc required by the job. Lifting in pounds should be clarified, stating the weight of objects that need to be lifted, such as “ability to lift objects weighing 35 pounds.” For most other positions, language like “operate normal office equipment,” “ability to travel “or” extensive use of computer” are helpful.**

- Ability to climb, reach, bend and lift up to 30 pounds frequently and 50 pounds occasionally
- Ability to operate a cash register and fold and display merchandise
- Ability to work in store sales floor for extended periods – 95% or more of assigned shift
- Ability to communicate through oral interactions

This description intends to describe the general nature and level of the work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.