



## Retail Store Assistant Manager

**Department:** Retail

**Classification:** Full-time, Hourly

**Reports To:** Retail Store Manager



### ALL ABOUT LAKE CHAMPLAIN CHOCOLATES

Born from a dare to do better, we at Lake Champlain Chocolates are driven by our passion to change the world one delicious piece of chocolate at a time. Since the first truffles we made in 1983 to our Five Star Bars® rolling off the line today, our goal has always been about combining creativity and craftsmanship, while sourcing only the best ingredients to create premium chocolate that is truly unforgettable. We infuse passion, integrity, and an unrivaled commitment to community in everything we do to make the world a better and more joyful place. Every employee's contributions make our company what it is today: a warm, welcoming, inclusive and successful certified B Corporation® committed to being a force for social and environmental good. We are committed to making a positive impact on our local and global communities through the choices we make sourcing materials and while operating our facilities and stores. Our community of employees work hard, care about each other, care about the integrity of our products, and share a passion for delicious confections.

### POSITION PURPOSE – WHAT YOU WILL DO

As the Retail Store Assistant Manager, you will assist the Retail Store Manager in overseeing the operation of a specific Retail store. You'll assist in managing the work of Retail Associates and help to ensure that customers receive great service and quality goods while promoting the LCC brand. Overseeing store operations includes managing daily procedures, organizing and effectively merchandising products, providing customer-focused service, following established procedures, directing staff, providing training and product knowledge. You'll also ensure the store is operating efficiently and cost effectively by monitoring store controllable expenses.

### THE WHEN AND WHERE

Your regular schedule will be full-time at 40 hours each week in our one of our clean, safe, beautiful retail stores and cafés in Vermont. Your schedule will include weekend and evening hours. The retail store is often busiest on weekends and evenings and this role requires being present and/or available during these times. We value your health and wellness, so we offer many programs to keep employees healthy and engaged and recognize them for the work that they do.

### YOUR RESPONSIBILITIES AND CONTRIBUTIONS

- Assists with interviews, hiring and training of all store employees.
- Assigns workers to specific duties & helps resolve any staff scheduling conflicts when the Retail Store Manager is absent.
- Upholds company policies, standards, and philosophy.
- Assists the Retail Store Manager in implementing policies and procedures for the store.
- Acts as the Manager in absence of Retail Store Manager.
- Coordinates sales promotion activities.
- Orders retail products.
- Assists with monthly inventories.
- Oversees and makes all café items.
- Trains, motivates, and promotes team building with all store employees.
- Accountable for all employees' actions when the Retail Store Manager is absent.
- Receives orders on Tuesday and Friday (Burlington) or Wednesday (Waterbury) of each week.
- Reports any order variances to Retail Operational Support.
- Ensures proper safe levels during Retail Store Manager's absence.
- Oversees projects and tasks through to completion.

- Reconciles cash with sales receipts.
- Maintains positive relations with vendors and suppliers.

### **SUCCESS FACTORS FOR THIS ROLE**

- Store operations are performed in accordance with LCC's policies, procedures, and high-quality standards.
- Administrative functions are carried out timely, accurately, and efficiently.
- Customers and employees are consistently amazed by service, timely communication, and resolution of issues.
- Superior performance is demonstrated in customer service, communication, and building the LCC brand identity.
- Appropriate inventory levels are maintained and accurately documented.
- A positive, high quality and respectful work environment is created resulting in improved productivity & reduced turnover.
- Expected visual merchandising and marketing standards are implemented and managed.
- Fiscal targets and financial responsibilities are met or exceeded.
- Good communication and effective working relations exist with all other workers.
- Timely and accurate data are provided to the Retail Store Manager regarding Retail activities.

### **WORK ENVIRONMENT**

- Must be able to stand or walk for extended periods of time.
- Must be able to exert up to 30 lbs. of force occasionally, 10 lbs. frequently.
- Understand that worker and food safety is the responsibility of everyone at LCC and always work in a safe manner.
- Adhere to company-wide norms and values and look for ways to reduce, reuse and recycle.
- Strive to continually improve our processes and reduce our environmental impact.
- Be positive, cooperative, and professional with all LCC co-workers, leadership, consumers, and vendors.
- Ability to follow directions and ask clarifying questions when unclear in order to master your role.

### **WHAT LCC OFFERS – OUR CULTURE**

- An inclusive workplace where diversity is championed
- Excellent health, dental, vision and 401K plans
- Ample paid time off
- Competitive compensation with eligibility for annual pay increases
- Wellness benefits such as chair massages, monthly healthy snacks, and recognition lotto
- An abundance of free chocolates, daily

As a community, we expect and encourage our employees to make positive contributions to the Lake Champlain Chocolates' culture by aligning personal behaviors with the company's vision, mission, and core values. We consistently AMAZE our customers; VALUE and encourage team member excellence and well-being; CARE for our community and environment; and GROW through innovative leadership, planning and execution. We respect individual initiative and creativity, demand attention to detail, and strive for the highest measures of quality in all that we do. It is through dedication to this vision that Lake Champlain Chocolates can become the gold standard of gourmet chocolate.

### **QUALIFICATIONS**

#### **EDUCATION AND KNOWLEDGE REQUIRED:**

High School graduate or equivalent with at least one year of related experience in retail sales, customer service and/or food service

**PLUSSES:** Experience supervising others, giving direction, working on a team, communicating effectively

#### **KEY SKILLS AND ABILITIES:**

- Must be familiar with and follow company policies and procedures and employee handbook contents.
- Exhibit a positive, enthusiastic and pleasant demeanor.
- Ability to give, receive and act on feedback.
- Well-organized, accurate and strong attention to detail.
- Remains calm and composed under pressure.
- Able to work well with others; build and maintain positive employee relations; team player.
- Able to set, manage, measure and complete tasks on time; plan effectively and follow through.
- Integrity with ability to maintain information confidentiality, use discretion and tact.
- Solid interpersonal, public relations and customer service skills.
- Independent and self-directed.

- Results and quality oriented. Strives for continuous improvements.
- Effectively manage diversity in order to maintain a fair and respectful work environment.
- Ability to effectively deal with customers on the telephone, in-person, and via e-mail.
- Proficiency in operating a cash register.

*In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*