

JOB TITLE: Assistant Manager

REPORTS TO: General Manager

SUMMARY: The Assistant Manager is responsible for aspects of store operation as it pertains to inventory management, small animal sales and community relations. In the absence of the Manager, the Assistant Manager will assume that role.

DUTIES AND RESPONSIBILITIES:

- Responsible for Inventory Control Management (i.e. margin/ratios, planograms, etc.), and the recruiting, training, development, coaching and overall performance of department staff
- Responsible for the Fish Department, and the recruiting, training, development, coaching and overall performance of department staff
- Responsible for all nutrition and nutrition training for all store employees
- Works closely with Becky Key in the procurement of small animals
- Responsible for the coordination, communication and execution of Community Service initiatives
- Responsible for coordination, communication and execution of the Petland Adopt-A-Pet program
- Responsible for the coordination, communication and execution of adoption events
- Must be knowledgeable of all area rescues/shelters, working toward building relationships
- Be familiar with all aspects of the General Manager's job and be prepared to assume that role in the absence of the General Manager.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises **2** employees within the **2** department(s).
- Indirectly supervises **up to 10** employees within the **2** department(s).
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and motivating employees; addressing complaints and resolving problems.

QUALIFICATIONS:

- High school diploma or general education degree (GED) required.
- Bachelor's Degree (BA) from four-year college or university, or two to three years of related experience and/or training, or equivalent combination of education and experience preferred.
- Computer skills preferred: Point of Sales systems
- Other skills preferred: Reading financial statements, following operating systems, pet industry experience required, sales experience required. People management experience required.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Occasionally required to sit
- Frequently required to utilize hand and finger dexterity
- Continually required to talk or hear
- Occasionally exposure to bloodborne and airborne pathogens or infectious materials
- While performing the duties of this job, the noise level in the work environment is usually moderate)
- The employee must occasionally lift and /or move more than 25 pounds.
- Specific vision abilities required by this job include: Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and

responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.