

SUPPLEMENTAL JOB DESCRIPTION

Classification: Administrator III
In House Title: Store Operations Administrator
Position Number: 30497

Function Code: 0071-077
Date Established: 8/15/88
Date of Last Amendment: 3/21/2013

SCOPE OF WORK: Directs all aspects of liquor store operations to achieve agency objectives relative to profitability, service, and efficiency by planning short and long-time organizational goals, reviewing, developing and revising program recommendations and policies. Facilitate the execution of relocation to new store locations. Manage and execute numerous marketing initiatives set by the commission for the stores.

ACCOUNTABILITIES:

- Directs all aspects of liquor store operations.
- Plans, formulates, and implements short range and long range programs to increase profitability and store efficiency. Analyze store staffing requirements, develops annual store operations budget for store staffing, training and equipment requirements, and formulates policies and procedures relating to store operations and retail sales of wines and spirits. Facilitate the hiring of all full-time store employees and responsible for all recommendations for disciplinary action.
- Formulates reviews and administers policies and procedures designed to develop and train store operations personnel, with a focus on merchandising, inventory control, fraud prevention and customer service.
- Develops evaluation criteria for store operations: efficiency, profitability and service; retail and merchandising programs, retail site selection, specialty store site selection, retail and licensee programs. Maintain a cluster program for the delineation of a store's product mix by the demographic needs of a region.
- Formulates policies, procedures, and programs, which address constantly changing system-wide variable. Works in an environment with minimum of rote tasks and a high degree of uncertainty. Requires specialized skills in business applications and creative problem solving, as well as negotiation skills and personnel mediation expertise.
- Coordinates agency activities as they relate to the store operations including data processing, marketing, warehousing and distribution activities, and constantly adapts to the fast paced, and ever changing retail world.
- Evaluates and delegates program/department responsibilities to Regional Store Supervisors and over 100 Store Managers. Plans and delegates schedules for store employees to assist in relocating stores. Develops and evaluates store personnel policies.
- Recommend, analyzes and monitors the implementation of major departmental policies and procedures. Administrates marketing and merchandising programs relative to store operations.
- Frequent contact made with licensees, vendors and their representatives, landlords, and the public. Defends and/or explains store policies, procedures, services and retail programs and the public. Interacts on occasion with product suppliers and brokers. Interacts on many levels with the Bureau of Enforcement regarding ID training, compliance checks, store security, video equipment and store details.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a major study in business management, business administration, economics or accounting.

Experience: Seven years' experience in a field or occupation relevant to large retail store operations, four years of which must have been in a management level position involving administrative or supervisory duties concerned with program administration, program planning and evaluation or related management experience. Each additional year of approved work experience may be substituted for one year of required formal education at the graduate level only.

License/Certification: Must hold N.H. driver's license and have access to transportation for use in state-wide travel.

DISCLAIMER STATEMENT:

The supplemental job description lists typical examples of work and is not intended to include every job and responsibility to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURE:

The above is an accurate description of my position.

Employee's Name & Signature

Date Reviewed

Supervisor's Name & Title: Director of Marketing, Merchandising, and Warehousing #9U571

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved