

## **SUPPLEMENTAL JOB DESCRIPTION**

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Classification: Retail Store Manager III

Function Code: 7693-077

Position Title: Retail Store Manager III

Date Established: 8/15/88

Position Number: GROUP

Date of Last Amendment: 07/25/12

**SCOPE OF WORK:** To supervise and coordinate activities of personnel associated with the daily working operations of a New Hampshire Retail Outlet Store, to ensure exceptional customer service satisfaction, maximize profits, and implement all New Hampshire Liquor Commission rules and policies.

### **ACCOUNTABILITIES:**

- Provides exceptional customer service by building a loyal customer base. Strives for excellence when assisting customers in order to enhance customer relations as well as the NH Liquor Commissions and the State of New Hampshire's reputation.
- Acts as a store manager in a medium volume retail environment or as occasional manager in a large volume retail environment.
- Supervises staff up to the Retail Store Manager II level, schedules assignments of full and part-time employees, reviews work of store personnel for accuracy, evaluates store personnel performance, and provides ongoing training concerning routine and special operations and work procedures to retail store employees
- Assumes responsibility for all levels of inventory based on sales or projected customer demand; studies sales trends and adjusts absolutes to achieve maximum sales. Monitors the movement of inventory, periodically counting product to verify accuracy.
- Supervises and verifies the unloading of store merchandise deliveries.
- Prepares and transmits regular and special reports covering sales, stock, deposits, and other activities; verifies register sales and makes bank deposits, including resolving conflicting or voided sales transactions.
- Monitors and maintains customer relations by providing product knowledge, excellent customer service, clean store and adequate stock; assumes responsibility for store security (fraud deterrence).
- Assumes responsibility for merchandising the retail sales area of the store to follow NH State Liquor Commission guidelines, to include making determinations on special merchandise displays, keeping in mind customer preference and demand.
- Assumes the responsibilities of subordinate employees when necessary.
- On occasion is assigned to work in other stores requiring travel to store locations.

### **MINIMUM QUALIFICATIONS:**

**Education:** Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Five years' experience in a position involving public contact work and retail store experience, two years of which shall have been in a supervisory position.\*

**License/Certification:** Valid driver's license required for travel to different store locations.

**\*Retail Store Manager III Trainee, labor grade 18 qualifications.:** Candidates possessing five years of experience in a position involving public contact work and retail store experience, one year of which was in a supervisory position, may be hired at a one-salary grade reduction as a Retail Store Manager III Trainee. After one year of successful performance as a supervisor in the position, the employee will be promoted to the Retail Store Manager III, labor grade 19 level.

**SPECIAL REQUIREMENTS:** Frequent physical effort required in continuous lifting of material up to 25 pounds with frequent lifting of cases of liquor weighing up to 60 pounds.

**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

Appointing Authority's Name & Title: \_\_\_\_\_

\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date Reviewed

\_\_\_\_\_  
Human Resource Administrator's Signature

\_\_\_\_\_  
Date Reviewed

*Jennifer J. Elberfeld*

7/25/12

Division of Personnel

\_\_\_\_\_  
Date Reviewed