

BERRY BERRY GOOD FROZEN YOGURT

Store Manager - Job Descriptions

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

Leadership - Setting goals for the team, developing organizational capability, and modeling how we work together:

Demonstrates a calm demeanor during periods of high volume or unusual events and manages smooth transitions thereafter to keep store operating to standard and to set a positive example for the store team.

Displays a 'customer comes first' attitude by training and holding staff members accountable for delivering legendary customer service.

Drives the implementation of company programs by developing action plans and directly motivating and instructing the store team to implement them to meet operational and organizational objectives.

Manages with integrity, honesty and knowledge that promote the culture, values and mission of the company.

Plans, identifies, communicates, and delegates appropriate responsibilities and practices to store staff members to ensure smooth flow of operations.

Provides coaching and direction to the store team to take action and to achieve operational goals. Constantly reviews store environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to the store team to achieve operational goals.

Planning and Execution - Developing strategic and operational plans for the store staff, managing execution, and measuring results:

Monitors and manages store staffing levels to ensure store staff development and talent acquisition to achieve and maintain store operational requirements.

Utilizes existing tools to identify and prioritize communications and regularly uses discretion to filter communications to the store team. Communicates clearly, concisely and accurately in order to ensure effective store operations.

Business Requirements - Providing functional expertise and executing functional responsibilities:

Ensures adherence to applicable wage and hour laws for nonexempt staff members and minors.

Solicits customer feedback to understand customer needs and the needs of the local community.

Uses all operational tools to plan for and achieve operational excellence in the store.

Tools include Automated Labor Scheduling, Monthly Status Report, Quarterly Business Review, cash management and inventory management.

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- Utilizes management information tools and analyzes financial reports to identify and address trends and issues in store performance.
- Store staff Development & Team Building - Providing staff members with coaching, feedback, and developmental opportunities and building effective teams:
- Actively manages store staff members by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve store staff performance. Manages ongoing store staff performance using performance management.

Job Requirements

Summary of Experience

- Progressively responsible retail experience
- Supervision
- Experience analyzing financial reports

Required Knowledge, Skills and Abilities

- Ability to manage store operations independently
- Ability to manage effectively in a fast-paced environment
- Ability to manage multiple situations simultaneously
- Ability to manage resources ensuring established service levels are achieved at all times
- Interpersonal skills
- Knowledge of customer service techniques
- Knowledge of supervisory practices and procedures
- Organization and planning skills
- Strong operational skills in a customer-service environment
- Strong problem-solving skills
- Team-building skills
- Ability to communicate clearly and concisely, both orally and in writing
- Strong leadership skills, with the ability to coach and mentor others
- Ability to plan and prioritize workload
- Ability to handle confidential and sensitive information

Education

- College degree in business or a closely related field may substitute for a portion of the required experience
- High school or GED