

The Trailhead - Assistant Store Manager

Job Description

The Trailhead Assistant Store Manager is an integral and vital part of the leadership of the company. The Assistant Store Manager is responsible for supporting the Store Manager in all areas of operations at The Trailhead. While most of the responsibilities will deal with the customer facing experience on the floor, the Assistant Store Manager will also support the Store Manager's responsibility for the back of house and day-today management of the store in accordance with the overall company policies.

The Assistant Store Manager responsibilities are listed below, categorically. This position will help foster the standards for relationship building with customers and maintaining great relationships with the staff. The Assistant Store Manager is responsible for ensuring that customers have a positive Trailhead experience and monitors and helps to foster the quality of service. Managers must also perform administrative duties for the facility, such as maintaining office supplies, managing the restocking and cleanliness of the floor, working with Buyers on inventory and special orders, opening and closing and ensuring 100% accuracy on closing procedures (including closing cash register and end of day forms). The Assistant Store Manager position will be supported by the rest of the company leadership team and as with all company leadership, the Assistant Store Manager will be tasked with setting a proper example to staff and customers of what we aim for the interaction and experience to be for customers and staff at the Trailhead. This will be an ongoing assignment for the whole leadership team to ensure that we can support each other and be able to communicate expectations well to the staff and ensure that the customer experience is outstanding.

Responsibilities

General Responsibilities

- Attends weekly management meetings ("store review", news/information, needs/improvement, customer insight, customer buying trends, interesting information, etc.)
- Work with the Store Manager to prepare and control the store's staffing with the goal of adequate expenditure and efficiency of staffing hours
- Deal with complaints from customers to maintain the store's reputation
- Exemplifies superlative customer service
- Constantly inspect the areas in the store and resolve any issues that might arise
- Help determine the need for improvements in the store
- Ensure high levels of customers satisfaction through excellent service
- Deal with all issues that arise from staff or customers (complaints, grievances etc)
- Be an example of good behavior and high performance to staff and customers
- Works with Store Manager to maintain a weekly floor schedule
- Works with Store Manager to plan staffing needs and roles for the week (Receiving Inventory, Restocking, Inventory Management, merchandising, stock re-flow). Must be able to adapt plans daily and prioritize needs of front of house with the needs of the back of house process.
- Responsible for ensuring all inventory is accountable on the floor.
- Works with Store Manager to manage the Opening and Closing of the store.
- Works with Store Manager to manage floor cleaning
- Knowledgeable of every store process and point of sale process
- Create and foster a healthy workplace environment for staff
- Additional manager duties as needed
- Works with Store Manager to coordinates overall in-store organization and cleanliness (floor tidiness, basement, backroom, downstairs, Ski Shop, upstairs room/hallway, upstairs bathroom)
- Store Manager and Assistant Store Manager work together to ensure all shifts are covered with a manager. One must be scheduled every day
- Works diligently to instill and implement company standards and policies

- Works with the Store Manager to manage the floor staff's duties throughout the day

Requirements

- Proven successful experience as a manager
- Self Starting and willingness to initiate, problem-solve, and implement solutions
- Customer management skills
- Strong organizational skills
- Good communication and interpersonal skills
- Strong listening, presentation and decision making skills
- Adaptability for when special circumstances dictate or a plan deviates
- Ability to handle non-routine situations "on the fly"
- Desire to learn and continue to stay active/interested in the outdoors and the outdoor industry
- Team player
- Works well in a team environment
- Not afraid to ask questions
- Extensive knowledge of the systems and processes at The Trailhead or the willingness to learn
- Detail oriented
- Thorough in work and able to see tasks through to completion in a timely manner