

# ASSISTANT STORE MANAGER

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## Job Purpose Summary:

The Assistant Shop Manager will support the Store Manager in all aspects of store operations to ensure best practices from each store team member in providing excellent products, superior customer service and a clean, safe and welcoming environment for staff and patrons. The Assistant Store Manager must have strong leadership, organizational and communication skills and be a creative problem-solver.

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**Reports To:** Store Manager

**Status:** Full Time

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Duties include but are not limited to:

- Ensure that the store's administrative needs are met, such as placing product orders, making daily bank deposits, accurate cash handling procedures, inventory maintenance, maintaining shrink logs and other related operational tasks as defined by the Store Manager
- Serving as the secondary contact for store staff and as primary contact during times when the Store Manager is unavailable
- Meet biweekly with Store Manager and periodically with the JVG Management Team
- Assist Store Manager in planning and leading staff trainings and store meetings.
- Ensure best practices and maintain high quality standards in product preparation.
- Deliver excellent customer service and require some from all staff members
- Assist the Store Manager with all personnel issues
- Ensure compliance with all JVG policies

Additional Requirements:

- This position requires a minimum of 35 hours per week
- A positive attitude
- Strong self-motivation and ability to work independently
- Ability to prioritize and manage time
- Excellent communication skills
- Prolonged, frequent ingestion of coffee, tea and other caffeinated beverages
- A valid NC Driver's license and reliable transportation
- Criminal background check as required by JVG's institutional partners
- Proficiency with spreadsheets and overall proficiency with web/net based platforms
- Ability to work nights, weekends and holidays
- Ability to work on call
- Ability to lift 50 pounds or more

- Prolonged periods of constant repetitive motion with hands and wrists
  - Long periods of time on foot
  - This position prohibits the wearing of perfumes, colognes or fragrances that may interfere with the coffee tasting experience
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All Joe Van Gogh employees are subject to a 90-day probationary period

## JOE VAN GOGH INC

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