

Job Profile



Business Unit / Dept **Store Operations /Coverage**

PeopleSoft Title **Manager in Charge (MIC)**

Job Code **Hourly – 012376**
Exempt – 012896

Business Unit / Department Mission

Supports store leaders by providing primarily evening coverage. The Manager In Charge (MIC) monitors Partner performance and addresses departmental and total store safety issues in the absence of the Unit/Store Director. For those stores that are not assigned an Operations Store Leader, the MIC is also directly responsible for overseeing the Gas Station and floor maintenance processes of the store.

Essential Functions / Process Responsibilities include the following; other duties may be assigned as necessary

- Majority of the time spent using independent judgment to make employment-related decisions, or effectively recommended such decisions, to hire, promote, transfer, discipline, suspend, discharge, reward or otherwise engage in resolving partner-related matters
- Ensures that all Federal, State, and Company regulations and standards for product freshness, food safety, refrigeration, and sanitation are met.
- Ensures facility and equipment are properly maintained and in good repair
- Monitors product integrity and Partner safety
- Ensures appropriate inventory levels are maintained by monitoring product stock levels and makes adjustments as deemed necessary
- Ensures Standard Operating Procedure (SOP) compliance in every department
- Utilizes best practices and H-E-B SOP's to achieve total store productivity
- Identifies shrink opportunities and takes immediate action to correct them
- Uses financial analysis to evaluate the costs and benefits of ideas and recommendations
- Communicates new initiatives
- Ensures execution of programs
- Provides direction, guidance, or advice to ensure others complete assignments
- Accountable for Gas Station and floor maintenance processes (in stores not assigned an Operations Store Leader)
- Owns personal development through pursuing leadership and product knowledge training

EDUCATION and EXPERIENCE preferred:

- School of Retail Management (SORM) Training (or proven track record w/several years of management experience)
- Excellent interpersonal and communication skills
- Demonstrate leadership ability
- Value diversity
- Ability to handle stressful situations
- Analytical skills
- Organization and planning skills
- Ability to prioritize and handle multiple tasks
- Understanding of product integrity
- Proficient in Microsoft Office (Outlook, Word, Excel) as well as H-E-B software systems

Physical and Other Requirements

- Must be able to function in a fast-paced retail environment which requires detailed work and precision
- Must be able to lift and carry 40-60 pounds on a regular basis
- Must be able to stand, walk, bend, reach, kneel, squat, reach overhead and side-to-side throughout shift

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- Must be able to visually monitor store operations
- Must be able to handle customer complaints in a professional, courteous manner.
- Must be able to work extended hours and varying work schedule as dictated by the business

