

## Job Profile

**Business Unit / Dept****Store Ops / Leadership (Top Store Leader)****PeopleSoft Title****Unit Director (unit store)/Store Director (non-unit store)****General Manager B – 043848****General Manager A – 039103****Unit Director C – 013767****Job Code****Unit Director B – 013819****Unit Director A – 013845****Unit Director AA – 020917****Store Director B – 013572****Store Director A – 013624****Business Unit / Department Mission**

The Top Store Leader is responsible for the total merchandising operation of the store, including Customer and Partner relations, as well as the financial performance of the total store.

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

**Specific functions and responsibilities will be determined by Regional Leadership.**

**The functions and responsibilities listed below are overall duties required for all Regions.**

- 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
- Accountable for merchandising strategy that optimizes financial performance and is aligned with corporate strategy as well as customer trends, demographics and segments
- Ensures execution/tailoring of corporate merchandising plan to achieve profitability goals
- Accountable for and communicates profitability expectations and results
- Ensures appropriate inventory levels
- Manages/controls shrink to meet and/or exceed corporate goals
- Ensures that all Federal, State and Company regulations and standards for product freshness, food safety, refrigeration and sanitation are met
- Delegates work to the appropriate Partners based on the complexity of the tasks and the skills, interests and capabilities of the individuals
- Monitors progress on assigned tasks and follows up on the completion of assignments and end results
- **Participate on the Store Leadership Team to ensure coordination, integration and alignment of total store plans**
- **Track and monitor local competition to ensure we sustain our Every Day Low Price strategy**
- **Accountable for department labor and production schedules and communicates to Department Managers**
- **Fosters a sense of teamwork among Partners to ensure a focus towards common goals**
- Coach and deliver real time feedback that develops Partners and drives them towards achieving business results
- Helps manage the performance of and development of School of Retail Management (SORM)/School of Retail Leadership (SORL)/Intern Partners concerning in-store merchandising issues
- Owns personal development through pursuing ongoing leadership and product knowledge training

**EDUCATION and EXPERIENCE preferred:**

- Bachelor's degree preferred (or proven track record w/several years of management experience)
- Proven leadership ability
- Extensive operational experience
- Highly adaptable

## Job Profile



- Passion for selling and service
- Change leader
- Excellent written and oral communication skills
- Ability to handle stressful situations
- Proficient multi-tasking skills in order to maintain leverage in this fast-paced environment.
- Food Safety certification
- Knowledge of government regulations
- Strong analytical skills
- Understanding of product integrity
- Computer skills: Microsoft Office Software including Word, Excel, and HEB systems Demonstrated leadership ability
- Advanced Customer Service skills
- Excellent interpersonal, listening, and communication skills
- Effective execution management skills
- Ability to set performance expectations and measurement criteria
- Knowledge of product presentation, cross-merchandising, and product/profit mix
- Knowledge of marketing to customer trends, demographics, segments, etc.
- Exemplifies a thorough understanding of marketing concepts, i.e. markdowns, seasonal, exit strategies, display locations, etc.
- Knowledge of Logistics, Warehouse and Procurement processes

### ***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 be exposed to moderate noise level in the work environment
- 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
- Must be able to work with customers, being attentive to their needs, yet maintaining composure in high stress situations
- Must be able to work extended hours and varying work schedule as dictated by the business