



JOB DESCRIPTION

Job Title: Assistant Store Manager (ASM)

Department: Retail

Reports to: Director of Retail (DOR)

FLSA Status: Nonexempt (Full-Time
40 hours/week)

Approved by: Paula Akana, Executive Director

Approved Date: October 21, 2021

POSITION SUMMARY

The ASM is responsible for supporting the DOR in the daily business operations of the Palace Shop. The ASM will need to assist guests on a regular basis. From merchandising to correcting pricing mistakes to administering refunds or discounts, The ASM will spend a significant amount of time attending to the guests needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned:

- Conducts daily inventory spot checks to prevent internal and external theft;
- Conducts inventory counts quarterly with the DOR to protect company assets and to report any loss of profits and merchandise;
- Coordinates the shipping and delivering of phone orders and online orders;
- Displays merchandise effectively to maximize purchasing appeal;
- Enhances the customer's experience by maintaining a high level of customer service;
- Ensures the Palace shop is neat, clean, and organized always;
- Extracts inventory reports to identify top selling items, lowest performing items and to assist with re-ordering product from vendors as needed;
- Interacts with customers daily through suggestive selling and active listening;
- Organizes sales and products demonstrations;
- Performs opening and closing duties as assigned by the Director of Retail;
- Reports any missing or stolen merchandise;
- Responds to feedback from guests and provides immediate recovery solutions as needed;
- Solicits customer feedback and provide strategic direction to continuously improve overall service and ratings;
- Supervises and trains the retail staff, volunteers and/or interns;
- Utilizes sales reporting tools to analyze individual sales performance, forecasting sales and to set daily/weekly/monthly sales targets.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

COMPETENCIES

Analytical	Synthesizes complex or diverse information. Collects and researches data. Uses intuition and experience to complement data. Designs work flows and procedures.
Design	Generates creative solutions. Translates concepts and information into images. Uses feedback to modify designs. Applies design principles. Demonstrates attention to detail.
Problem Solving	Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.
Technical Skills	Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.
Customer Service	Manages difficult or emotional customer situations. Responds promptly to customer needs. Solicits customer feedback to improve service. Responds to requests for service and assistance. Meets commitments.
Interpersonal Skills	Focuses on solving conflict, not blaming. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others' ideas and tries new things.
Oral Communication	Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Demonstrates group presentation skills. Participates in meetings.
Written Communication	Writes clearly and informatively. Edits work for spelling and grammar. Varies writing style to meet needs. Presents numerical data effectively. Able to read and interpret written information.
Teamwork	Balances team and individual responsibilities. Exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Able to build morale and group commitments to goals and objectives. Supports everyone's efforts to succeed.
Visionary Leadership	Displays passion and optimism; inspires respect and trust. Instills motivation and provides proper tools to fulfill the vision. Provides vision and inspiration to peers and subordinates.

Change Management	Develops workable implementation plans. Communicates changes Effectively. Builds commitment and overcomes resistance. Prepares and supports those affected by change. Monitors transition and evaluates results.
Leadership	Exhibits confidence in self and others; inspires and motivates others to perform well. Effectively influences actions and opinions of others. Accepts feedback from others. Gives appropriate recognition to others.
Quality Management	Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.
Business Acumen	Understands business implications of decisions. Displays orientation to Profitability. Demonstrates knowledge of market and competition. Aligns work with strategic goals.
Cost Consciousness	Works within approved budget; develops and implements cost saving Measures. Contributes to profits and revenue. Conserves organizational resources.
Diversity	Demonstrates knowledge of EEO policy. Shows respect and sensitivity for cultural differences. Educates others on the value of diversity. Promotes a harassment-free environment. Builds a diverse workforce.
Ethics	Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.
Organizational Support	Follows policies and procedures. Completes administrative tasks correctly and on time. Supports organization's goals and values. Benefits organization through outside activities. Supports affirmative action and respects diversity.
Strategic Thinking	Develops strategies to achieve organizational goals. Understands organization's strengths & weaknesses. Analyzes market and competition. Identifies external threats and opportunities. Adapts strategy to changing conditions.
Judgment	Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions.

Motivation	Sets and achieves challenging goals. Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Takes calculated risks to accomplish goals.
Planning/Organizing	Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Sets goals and objectives. Organizes or schedules other people and their tasks. Develops realistic action plans.
Professionalism	Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.
Quality	Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.
Quantity	Meets productivity standards. Completes work in timely manner. Strives to increase productivity. Works quickly.
Safety and Security	Observes safety and security procedures. Determines appropriate action beyond guidelines. Reports potentially unsafe conditions. Uses equipment and materials properly.
Adaptability	Adapts to changes in the work environment. Manages competing Demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events.
Attendance/Punctuality	Is consistently at work and on time. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.
Dependability	Follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
Initiative	Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks for and offers help when needed.
Innovation	Displays original thinking and creativity. Meets challenges with Resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience	High school diploma or general education degree (GED); or three (3) to three months related experience and/or training; or equivalent combination of education and experience.
Language Skills	Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
Mathematical Skills	Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Computer Skills	Proficient working knowledge of Microsoft Office including but not limited to Outlook, Word, Excel, Power Point, and Access. Proficient working knowledge of navigating through Google Chrome.
Certificates, Licenses, Registrations	None at this time.
Other Skills and Abilities	Ability to speak, read, and write equivalent to 100 university level any foreign language) language. Ability to use internal phone systems. Ability to use either multipurpose or individual facsimile/photocopier/printer/scanner machine(s). Has comprehensive knowledge of Hawaiian history and culture
Other Qualifications	None at this time.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable the individual with disabilities to perform the essential functions.

- Stand: Regularly (>2/3 of the time)
- Walk: Regularly (>2/3 of the time)
- Sit: Regularly (>2/3 of the time)
- Use of hands to finger, handle, feel: Regularly (>2/3 of the time)
- Reach with hands and arms: Regularly (>2/3 of the time)
- Climb or balance: Regularly (>2/3 of the time)
- Stoop, kneel, crouch, or crawl: Occasionally (<1/3 of the time)
- Talk or hear: Regularly (>2/3 of the time)
- Taste or smell: Occasionally (<1/3 of the time)
- Lift and/or move up to 30 pounds: Occasionally (<1/3 of the time)
- Vision: Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus); Close vision (clear vision at least 20 inches or less); Color vision (ability to identify and distinguish colors); Depth perception (three-dimensional vision, ability to judge distances and spatial relationships); Distance vision (clear vision at least 20 feet or less); Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Exposed to wet and/or humid conditions: Occasionally (<1/3 of the time)
- Moving mechanical parts: Frequently (1/3 – 2/3 of the time)
- High, precarious places: Occasionally (<1/3 of the time)
- Fumes or airborne: Occasionally (<1/3 of the time)
- Toxic or caustic chemicals: Occasionally (<1/3 of the time)
- Outside weather conditions: Occasionally (<1/3 of the time)
- Extreme cold: Occasionally (<1/3 of the time)
- Extreme heat: Occasionally (<1/3 of the time)
- Risk of electrical shock: Occasionally (<1/3 of the time)
- Explosives: None
- Risk of radiation and vibration: None

- Noise level: Moderate (e.g., business office with computer and printers, light traffic)

**Acknowledgment of Receipt of Job Description for
Assistant Retail Manager**

I acknowledge I have received a copy of this job description. I understand the duties, and am fully able to meet the requirements, and perform the essential functions of this position, with or without reasonable accommodations. I further acknowledge, and understand, this job description does not create an employment contract, and nothing contained herein alters my at-will employment status.

Employee Signature

Date

Print Name