



TIKIGAQ Corporation  
Office of Human Resources  
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Telephone: 757-408-9811

ASSISTANT RETAIL MANAGER	
Approved Date: April 16, 2021	
Job Code:	FLSA : Exempt

**JOB SUMMARY:** Under general direction, maximize sales and profitability by assisting with all aspects of the individual store operation in accordance with store policies and procedures including customer service and satisfaction.

*The following duties are intended to provide a representative summary of the major duties and responsibilities and **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

#### **REPRESENTATIVE DUTIES**

Maintains personal contact with customers and all employees on the sales floor to insure customer satisfaction and to act as a positive role model for all non management employees. Provide ongoing training and direction to store employees.

Ensure that merchandise stock orders are completed as per store guidelines. Ensure all merchandise is received, prices and merchandised according to store procedures. Ensure all computer point of sale and shelf tag updating is current and accurate.

Insure a regular preventative maintenance and sanitation schedule is followed and all safety procedures are implemented to guarantee the comfort and security of both our employees and customers. Insure store housekeeping, merchandising and operating standards are maintained to provide a satisfying working and shopping environment.

Will be responsible for the Native Store, and assist the Retail Manager in achieving budgeted sales, gross profit, and expense lines within the Native Store.

To insure that all store policies and procedures are followed in all aspects of the operations and insure that all store personnel understand and comply with all state and federal laws, rules and regulations. Work within store/corporation policy, to preserve the security of all store assets. Including accounts receivable and non sufficient fund checks.

Maintain favorable store/corporate community relations by dealing with customers directly and fairly, representing the store/corporation in positive, results-oriented activities within the community.

Provides leadership, direction, and guidance to assigned staff. Assign tasks and projects with approval of Retail Manger. Help develop staff skills and training plans. Counsels, trains, and coaches subordinate staff. Implements corrective actions with approval of Retail Manager. Assists Retail Manager with annual inventory audits.

Reports to the Retail Manager. Performs other duties as assigned or required

#### **KNOWLEDGE and SKILLS**

- Knowledge of principles and methods for showing, promoting, and selling products or services. This

includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Skill in verbal and written communication.
- Skill in motivating, developing, and directing people as they work, identifying the best people for the job.
- Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Skill in monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

#### **MINIMUM EDUCATION QUALIFICATION**

A high school diploma or equivalent; AND four (4) year experience in customer service.

#### **MINIMUM PHYSICAL REQUIREMENTS**

The following demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be able to lift approximately 20 pounds.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date