**GENERAL MANAGER JOB DESCRIPTION**

Job Specifications:

Previous experience as a management trainee or assistant manager. Must be able to manage, supervise, and must be able to read and understand job related documents and perform simple arithmetic calculations.

Duties and Responsibilities:

1. Recruitment of job applicants. Screening, interviewing, and hiring competent candidates.

2. Supervising and training all store personnel, including all management trainees and assistant managers.

3. Must have complete working knowledge of, must comply with, and must administer and implement all policies and procedures in the handbook to ensure proper and lawful administration of policies.

4. Assist subordinates as needed. Demonstrate courteous communications skills to customers and other employees.

5. Planning, directing, and delegating work assignments to subordinates.

6. Evaluating employees’ efficiency, productivity, and overall performance. Recommending advancement, pay increases for, promotions and other status changes of subordinates.

7. Responsible for knowing when scheduled to work and then reporting promptly in uniform 5 minutes before each shift. Responsible for reading all handouts, sales boosters, shift log, and product knowledge materials.

8. Providing for safety of employees and company property.

9. Controlling flow and distribution of merchandise, materials, and supplies

10. Handling employee grievances and customer complaints.

11. Scheduling subordinates to ensure proper staff coverage.

12. Oversee the maintenance of the appearance and security of both the facility and product.

13. Motivating subordinates to sell and ensure that store achieve sales goals each month.

14. Monitor and make recommendations regarding store inventory levels and product quantities.

15. Oversee store operations to ensure store is opened promptly each day and has sufficient coverage.

16. Acting in a professional and reliable manner to set an example for subordinate employees.

17. Other responsibilities as may be delegated by the company from time to time.

IMMEDIATE SUPERVISOR: Owner, Sales and Marketing Director

I HAVE READ, UNDERSTAND AND WILL FULFILL THE JOB SPECIFICATIONS, DUTIES AND RESPONSIBILITIES OUTLINED ABOVE. IF I BECOME AWARE OF A VIOLATION OF POLLY’S COFFEE POLICY OR PROCEDURE, I WILL BRING THE MATTER TO THE ATTENTION OF THE OWNER.

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Employee Signature Date

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Owner Signature Date