

POSITION DESCRIPTION

Assistant Store Manager

Position Reports to: Store Manager

Description

Assistant Store Manager(s) will work under the Store Manager's supervision in advancing the Pacers Running mission, vision, and strategies in our retail stores and provide day-to-day operational oversight excellence, and act as the Store Manager in their absence. Assistant Store Managers will seek to enhance the customer experience and serve location customers; maintain the highest standards of business operations and efficiencies especially as it pertains to back of house management; onboard, coach and train location staff; maintain the highest standards in front of house management including cleanliness, customer service, and merchandising; form and cultivate partnerships with neighboring business, civic groups, stakeholders, and customers; and serve as an ambassador to Pacers Running.

Pillars of Responsibility

Customer Engagement

- Celebrate the journey and accomplishments of all runners.
- Support and embody processes and procedures that ensure consistent and excellent customer experience.
- Lead location staff by delivering best in class customer service.
- Aid in the management of and work sales floor.
- Monitor lead and lag indicators and KPIs to benchmark success in the store and in staff.
- Monitor daily customer and staff experience; promptly address customer feedback.
- Ensure that customer service standards are consistently executed and operational excellence is maintained in the store.
- Be an ambassador to the sport of running and to Pacers Running.

Location Staff Management + Coaching

- Anticipate the needs of the location while proactively working with Managers to attract and retain top talent to support sales and growth of the location and company.
- Ensure all processes, procedures, and legal requirements are followed.
- Follow staff onboarding procedures.
- Foster staff development and morale that supports delivering best in class customer service and a happy and healthy workplace.
- Review metrics and KPIs to assist in efficiencies and reaching sales goals.
- Review measurable performance metrics/goals with location staff.
- Seek and maintain high-functioning professional relationships with peers.
- Support the Manager in resolution of staff concerns.
- Provide ongoing feedback and assist in formal annual reviews for location staff, as required by the Manager and Team Lead.

- Support the Manager in; Execute SPIFF programs in accordance with marketing and purchasing teams.

Back of House Management

- Operate within Pacers Running business systems to optimize performance and profitability.
- Implement best practices and KPIs for store operations including payroll, shrink reduction, inventory management, conversion, UPT, average dollar transaction, among others, within the location.
- Maintain an orderly and clean back of house including stock rooms, offices, and restrooms.
- Maintain an accurate inventory and aid in weekly inventory scans.
- Help manage defects, RAs, stock transfers, and inventory receiving.
- Reconcile and oversee daily deposits and see to the daily financial reporting.

Front of House Management

- Ensure proper and consistent brand integration and presentation in retail locations.
- See to execution of store merchandising plans as created by merchandising team.
- Support in store execution of consistent brand message to customers; coaching of floor staff to uplift brand in customer and community interactions.
- Maintain a clean, organized, and easily navigated floor and any publicly facing counters and merchandising elements such as mannequins, window displays, sales and promotion signage.
- Maintain the POS system and report any malfunctions to the appropriate personnel.
- Help maintain an orderly and clean store frontage including landscaping, snow removal, and window washing.

Outreach + Neighborhood Connection

- Identify ambassadors and other influencers in the neighborhood.
- Attend or send proxy to outreach functions, such as meetings with stakeholders, business associations, meetings with other local businesses, medical appointments, run club events, fun runs, high school spike nights, and other community events related to neighborhood/community at large.
- Identify opportunities for outreach and coordinate with Manager + Team Lead.

Other duties as assigned.

Qualifications

Experience

Must have 1+ years of retail experience, preferably at Pacers Running.

Should have experience in payroll management, inventory management, recruitment, onboarding, and termination, budgeting, cultivating partnerships, and customer service.

Skills

Including but not limited to:

Must have excellent communications skills, verbal and written.
Must be able to work effectively as a team as well as on own.
Must be proficient in RICS and Microsoft Office.
Must be comfortable in fast-paced environment.

Other

Must be able to lift 50 lbs.
Must have transportation.
Must be available on weekends and holidays.
Must be willing to travel.
Must have a personal cell phone.

Tactical

Salary

This is a non-exempt position, with a salary range of \$14.00 - \$20.00 hourly by location, tenure, and experience.

Benefits

Healthcare including dental and vision.
401(k)
Paid PTO based on tenure
Gear and event registrations

Workplace + Schedule

Managers primary work locations will be their assigned store location.

Managers are expected to work the floor 30-40 hours a week based on management duties and other requirements. Actual hours may fluctuate based on need, staff schedules, vacation schedules, training, and travel. Working weekends, holidays, and evenings is expected including any blackout dates as detailed by the senior management.

In addition, travel to and attendance at vendor meetings, attendance at vendor or partner dinners/meetings, working at expositions off site, attending health fairs and other marketing or off site sales activities, attendance at education workshops and management meetings, and participation in other evening and weekend activity is expected.

Mentor/Direct Supervisor

Store Manager

Peers

Assistant Managers

Direct Reports
Fit Experts and Fit Specialists