



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 178-21

OPENING DATE: 10/28/2021

CLOSING DATE: 11/12/2021

POSTED: IN/OUT

POSITION: Assistant Manager
PAY GRADE: NE6 (\$17.57/hr. - \$23.72/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: Assistant Manager
REPORTS TO: Store Manager
BACKGROUND LEVEL: Public Trust

JOB PURPOSE: The Assistant Manager will serve as a right hand person to the Store Manager. Responsible for providing support to all Shift Leaders, Sales Associates, and Maintenance Technician in the day to day business operations of both stores. Duties include supervising, training of Team Members, scheduling and inventory sales and control of all merchandise and assets within the organization. To also ensure that customers and employees receive satisfactory service. The Assistant Manager will also manage and operate both stores in the absence of the Store Manager.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Operates store in the absence of Store Manager and supervises employees through the preparation of work schedules, training, information of merchandise programs, and reviews job assignments of subordinates for completion.
- Reports to work on time, follows work schedule as posted and scheduled. Notifies Store Manager of changes to schedule or staffing with as much notice in advance as possible. Works various work shifts including evenings, graveyard, weekends, and holidays. Also covers shifts as needed due to unexpected call-ins, or special projects.
- Operates Passport electronic cash registers, SSCS, calculators, and other equipment.

- Practices good customer service skills in a friendly, efficient manner; handles customer complaints properly and professionally; and provides training for staff in customer service techniques.
- Complies with all laws, regulations, policies, and procedures governing the operation of the store and the Pueblo of Isleta and ensures store personnel compliance.
- Directs reconciliation of daily receipts for all cashiers and shift change report at the end of shift and is responsible for receipts of all merchandise including daily gasoline deliveries.
- Assists in the development and coordination of sales and profits plans, merchandising and display plans, in-store promotions and advertising or promotions.
- Maintains equipment, external appearance of store and outside grounds, and cleans floors, windows, restroom, food preparation areas, shelves, or counters, etc.; readies high-margin products such as coffee, fountain drinks, and similar items and adheres to Food Service Sanitation Standards.
- Stocks and maintains shelves, sales area and grocery items ensuring correct temperatures, refrigeration and frozen food requirements.
- Enforces store regulations and polices when selling controlled substances including alcohol and tobacco products.
- Notifies Store Manager of any discrepancies in the operating results on the shift report, or cash over within 24 hours.
- Accurately posts markups and markdowns timely, store use of merchandise, voids, and bad-merchandise write-offs, adheres to accounting and recordkeeping requirements within established guidelines.
- Follows loss prevention procedures and guidelines and procedures in adding and deleting items.
- Ensure key security, code security, physical security and robbery prevention needs of the store are met.
- Analyzes inventory reports and respond to sales forecasting needs.
- Continuously communicates and informs Store Manager verbally or in writing of maintenance, safety, or sanitation problems.
- Performs specific tasks/instructions as assigned by the Store Manager.
- Other duties as assigned.

SUPERVISION RESPONSIBILITIES:

- Assists with hiring, evaluating, disciplining and developing support staff.
- Assists with coordinating training, orientations and delegating work of staff.

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma or GED required.
- 3 years or more of operational experience as Sales Associate at C-Store or other similar setting.
- 2 years of supervisory/management experience in a retail field.
- 2 years of experience in managerial accounting, bookkeeping, problem solving, analytical skills, and report writing.
- Must possess strong verbal and written skills.
- A minimum of 1-year computer experience using (Word, Excel, Outlook, PowerPoint).
- Minimum of 1-year on point of sale system – Passport and SCS preferred.

- Must be able to obtain Alcohol Distribution License.
- Must be 21 years of age.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Must possess strong verbal and written communication skills.
- Ability to demonstrate and promote professionalism at all times; especially dealing with difficult situations.
- Strong computer skills, with Microsoft Word, Excel, PowerPoint and Point of Sale system.
- Ability to work comfortably with subordinates, management and the public.
- Familiarity with various automated office equipment and Passport cash registers preferred.
- Ability to demonstrate superior Customer Service and maintain professional appearance in a well-groomed, friendly, and courteous fashion.
- Ability to work under pressure during peak times and maintain a professional demeanor in order to serve customers and employees, quickly and efficiently.
- Ability to handle adverse situations tactfully and professionally, if encountering an irate customer, both external and internal.
- Ability to follow all companywide policies, both written and verbal.
- Ability to work cooperatively and professionally with other members of management in a team environment.
- Ability to perform lifting of up to at least 50 pounds and ability stand for extended periods of time.
- Ability to work flexible shifts if needed to cover in the absence of a Team Member.
- Ability to work extended hours, sometimes when unexpected, to avoid disruption to the business.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is occasionally required to stand for extended periods of time; walk; sit; use hands to handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

- The noise level in the work environment is generally moderate.
- Work is performed in indoor and outside environment.
- While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.
- The work schedule may be variable (7/24/365).
- Employee may occasionally deal with irate or hostile individuals.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.