



Assistant Manager JOB DESCRIPTION

Job Title:	Assistant Manager		
FLSA Status:	Non-Exempt	Job Category:	Year Round
Reports To:	GM & CEO	Supervises:	Retail Staff
Pay Scale:	DOE		
Work Location:	Lewiston		
Expected Schedule:	Full Time		

WHO WE ARE
Ampersand’s retail store is where people come to find culinary inspiration! We are the leader in premium quality foods including oils, vinegars, herbs & spices, sauces, pasta, and more. We aim to give customers an “experience” within our store and through our cooking classes, offering interactive customer service, sampling, and custom gift wrapping.
WHO YOU ARE
You are professional, excited about food, excited about people, able to think through problems and problem solve. You contribute to the success of Ampersand by inspiring customers on all points of their culinary journey. This role supports a GM, & the CEO in the achievement of sales goals, store operations, and the staffing and performance management of all retail employees.
POSITION SUMMARY
Ampersand’s assistant manager are the solid foundation of what Ampersand is.
ESSENTIAL JOB FUNCTIONS, RESPONSIBILITES & DUTIES
<ul style="list-style-type: none"> • Models and holds employees accountable to customer service standards. • Contributes to an environment where employees are informed and capable by supporting and/or delivering training for all employees. • Models and ensures all Ampersand policies and standard operating procedures are communicated effectively to employees, maintained and consistently followed. • Supports the GM & CEO in proactively staffing the store according to retail census and fluctuations in seasonal business needs. • Works as a part of a high-performing team to achieve store’s sales plan. Supports sales driving initiatives, creates daily agendas and directs selling activities as Manager on Duty. • Provides coaching in the moment and performance feedback to employees. May assist the GM or SM in delivering formal performance reviews. • Seeks opportunities to increase topline retail sales and directs employees to execute sales driving initiatives. • Anticipates and solves problems by taking decisive action, follows up with the CEO. • Ensures the accuracy and integrity of employee information including, but not limited to, Time and Attendance records and personal data. • Manages deliveries according to standard operating procedures. Drives and manages inventory. • Stays informed by maintaining product knowledge, accesses available training and seeks out additional resources when necessary. • Demonstrates exceptional verbal and written communication skills with employees, customers, field management and corporate office.

GENERAL DUTIES:

- Ability to communicate verbally and work cooperatively with employees and customers.
- Ability to move about the work place coaching and directing employees; selling to customers and retrieving merchandise from storage or sales floor.
- Ability to grab, reach, push, pull, bend, stoop, kneel and crouch to demonstrate, retrieve and replenish merchandise.
- Ability to work a varied schedule to observe employees and customers at different times of the day, week and year.
- Ability to ascend/descend ladders in order to retrieve and/or move merchandise.
- Ability to operate a computer, POS system, keyboards, merchandise scanners and mouse in order to accomplish work.
- Regular and predictable attendance.
- Ability to lift and/or move merchandise weighing up to 35 lbs.
- Performing opening, closing, and operating duties such as preparing daily sample stations, restocking, cleaning floors, dusting shelves, washing dishes, etc.
- Washing and sanitizing returned dirty bottles for reuse

EXPERIENCE REQUIREMENTS

- 1-2 years of progressively responsible retail management experience, but will train good, solid candidate
- MUST LOVE cooking & entertaining.
- Experience driving sales and motivating high performing sales teams.
- Experience training others and holding teams accountable.
- Proficient in POS Systems or strong ability to learn
- Proficient with MS Office Suite (Outlook, Word and Excel).
- May require Food Handlers Permit or Food Manager Certification.

REQUIRED SKILLS & COMPETENCIES

- Physical Skills – ability to stand for long periods of time, lift and carry items up to 50 lbs.
- Computer skills – proficient in using Microsoft Office programs, typing, POS systems
- Organization skills – maintaining tasks so they are easily accomplished
- Problem-solving skills – discovering, analyzing and fixing issues that need attention
- Communication – capable of positive communication using verbal, written and body language in a professional manner
- Independence – to work with minimal supervision and make appropriate decisions
- Teamwork – maintains individual responsibilities that work to build trust within the team
- Customer Service & Satisfaction – responds promptly to customer needs for complete satisfaction
- Attendance & Punctuality – shows up when schedule, on time, dressed, and ready to work

COMPENSATION

This is a Full Time position. Wage DOE.

Benefits include working with a fun loving, energetic, family oriented team, paid vacation, paid gym membership, retirement plan, employee discount, cash bonuses.

ATTIRE & UNIFORM

Clean, professional attire. Close toed shoes. Hair pulled off of neck. Uniform apron will be provided.

DISCLAIMER AND ACKNOWLEDGEMENT

This job description is only a summary of typical functions and essential duties being performed by individuals assigned to this position. The actual duties, roles and responsibilities may differ slightly from this job description and is not intended to be an exhaustive list.

TO APPLY: Please pick up an application and drop off with your resume at our retail location,
609 Main Lewiston, ID 83501

The position will be open until filled.