

## JOB DESCRIPTION

TITLE: Retail Store Manager

FUNCTION: Promotes the reputation, company name, products, goodwill and service of Manages the Organizations retail store and all aspects relating to the same.

HAS SUCH DUTIES AS:

1. Manages store personnel, inventory, facility and operations.
2. Provides a high level of customer service to retail customers.
3. Acts as a liaison between customers and the Organization's Customer Service Department by obtaining pertinent information and completing billing and insurance paperwork.

POSITION REQUIREMENTS:

1. Previous sales experience, with a preference for a background in seating and positioning, power operated mobility devices and/or DME.
2. Previous retail sales management experience preferred.
3. Excellent customer service skills.



**Quantity of Work:** 0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes reports in the requested time frame.
- 3) Takes remedial action on any errors encountered in normal operations.
- 4) Prioritizes and organizes work on a daily basis.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Knowledge of Job:** 0 1 2 3

- 1) Demonstrates understanding of offered products and Organization processes.
- 2) Understands employee needs.
- 3) Demonstrates employee management skills.
- 4) Demonstrates awareness and understanding of job description and job responsibilities.
- 5) Attends staff meeting and provides input at the same.
- 6) Demonstrates understanding of collaborative work and management.
- 7) Demonstrates understanding of billing processes, insurance and Organization computer system.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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Judgment and Decision Making: 0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions. -
- 2) Insures that correct authorizations are obtained prior to initiating action.
- 3) Is able to make critical decisions if called upon to do so or if a situation necessitates such decisions to be made.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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Reliability and Initiative: 0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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Safety and Infection Control

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**PERFORMANCE EVALUATION SUMMARY SHEET**

POSITION: \_\_\_\_\_

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
# OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

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Employee Comments:

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Supervisor Comments:

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Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_