

## JOB DESCRIPTION

### Store Manager

POSITION IDENTIFICATION			
<b>Title</b>	Store Manager	<b>Date last Updates</b>	November 2023
<b>Department</b>	Retail Sales		
<b>Reporting to</b>	Regional Manager		
PURPOSE OF THE POSITION			
Deliver sales and profit growth through effective store management of sales, human resources and operational responsibilities to Bed Bath and Beyond expectations.			
WORKING RELATIONSHIP			
<b>Reports to:</b>	Assistant Store Manager, Store Sales Team Members	<b>Key interfaces:</b>	Visual Merchandise Team Marketing Team Operations Team Warehouse Team Human Resources Team Finance Team
KEY RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS			
<ul style="list-style-type: none"> <li>• Drive growth in store turnover through excellence in customer service and resource management.</li> <li>• Lead by example, coach and train the store team on sales and service.</li> <li>• Maintain a high standard in store presentation, visual merchandising and housekeeping at all times as directed in VM documents and store operational policy and procedure.</li> <li>• Effective stock management to maximise sales and promotional opportunities and minimise stock loss.</li> <li>• Consistently meet deadlines on company directives, policy and procedure, and company manual updates.</li> </ul>			
TARGET SETTING			
<p><b>Target 1: FINANCIAL</b> Achieve sales growth in store turnover through excellence in customer service and sales coaching. Drive average sale per transaction growth on budget and prior year results. Take ownership and deliver proactive actions to positively impact on Profit and Loss results.</p> <p><b>Target 2: CUSTOMER</b> Enhance the customer experience by ensuring we are delivering on our customer service steps and aspiring to over deliver on our customers' expectations.</p> <p><b>Target 3: BUSINESS PROCESSES</b> Deliver effective operational systems to ensure product sales opportunities are maximised through high standards of product presentation, in line with VM Brief and through effective stock management.</p> <p><b>Target 4: INNOVATION AND LEARNING</b> Establish a sales culture in stores through the development and empowerment of the store team and daily sales coaching.</p>			
RESPONSIBILITIES		KEY PERFORMANCE INDICATORS	

<b>Outcome: Sales and Profit</b>	
<ul style="list-style-type: none"> <li>Formulate a sales plan to achieve sales budgets in line with Bed Bath and Beyond company policy and procedure.</li> <li>Maximise sales through managing sales opportunities, customer service standards.</li> <li>Coach and mentor store team to achieve sales budgets.</li> <li>Ensure that profit budgets are met through effective management of rosters and controllable expenses.</li> <li>Conduct monthly store meetings to review sales, profit and store sales strategies.</li> </ul>	Sales Plan Sales to Budget Sales growth on last year Roster budget Store Controllable Costs Gross Margin Profit Contribution Achieve KPI's: Average Dollar Per Transaction, Items Per Transaction
<b>Outcome: Customer Service</b>	
<ul style="list-style-type: none"> <li>Lead the store team though leading by example, training, monitoring and coaching the delivery of Bed Bath &amp; Beyond customer service standards.</li> <li>Responsible for addressing customer feedback in a timely manner in line with company policy and procedure; to recognize positive feedback and to find solutions to customer complaints.</li> <li>Ensure we are delivering high standards of store and staff presentation within company standards and guidelines.</li> </ul>	Transaction growth Database sign up ratio Customer feedback
<b>Outcome: People and Development</b>	
<ul style="list-style-type: none"> <li>Effectively manage the store team including recruitment, talent development, performance reviews, career development, and performance management.</li> <li>Ensure all training processes and procedures are adhered to, including team requirements to attend scheduled training and that all training records are completed as per company policy and procedure.</li> <li>Maintain a reputation and image of the highest legal, moral and ethical standard in our dealings with employees, customers, suppliers and local community.</li> <li>Identify any non-compliance with company policy and procedure and take corrective action to coach employees and to address any issues.</li> </ul>	Internal promotions Career discussions Team turnover Induction checklist New starter monthly reviews Performance reviews
<b>Outcome: Occupational Health and Safety</b>	
<ul style="list-style-type: none"> <li>Occupational Health and safety responsibility including implementing, promoting and maintaining health and safety in line with corporate guidelines and legislative requirements.</li> <li>Investigate any accidents or incidents and implement improvements</li> <li>Identify non-compliance in relation to OH&amp;S practices, policy and legislation and take immediate corrective action.</li> </ul>	Incident/Accident Reports Hazard Management Form Safety Audits
<b>RESPONSIBILITIES</b>	<b>KEY PERFORMANCE INDICATORS</b>

<b>Outcome: Stock Management</b>	
<ul style="list-style-type: none"> <li>• Manage stock to ensure that the store has adequate stock levels to service customer demand.</li> <li>• Best seller management to maximise sales opportunities through weekly style and category sales reviews, stock ordering, VM and space management.</li> <li>• Ensure further mark downs on damaged stock is authorised.</li> <li>• Ensure care is taken with stock management to minimize the need for further markdowns on damaged stock and to keep write offs to a minimum.</li> <li>• Manage the preparation and the stock take procedure in line with company policy and procedure.</li> </ul>	<p>Gross Margin            Stock loss            Stock take analysis            Stock Integrity</p>
<b>Outcome: Administration</b>	
<ul style="list-style-type: none"> <li>• Ensure accurate and timely attention as per company policies and procedures of finance applications to ensure risk is effectively managed.</li> <li>• Ensure the accurate and timely attention as per company policies and procedures of all administrative functions and requirements such as roster recording and management, monthly financial reports, fortnightly store reports, leave forms and emails.</li> </ul>	