Position Title: Montgomery Creek Market Manager

Reports To: Kwahn Board

Status: Full Time

Pay: $18.00-$26.00/hourly

SUMMARY:
Under the limited direction and supervision of the Kwahn Board, the Store Manager is responsible for the overall supervision and management of his/her assigned convenience store.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops and defines the overall goals, objectives, performance standards, and other related benchmarks for store operations in conjunction with the Kwahn Board.
- Responsible for all aspects related to human resources management, including hiring, orientation, supervision, time and attendance, training and development, incentivizing and motivating staff, evaluating performance, corrective and disciplinary actions, etc.
- Periodically reviews and analyzes the organizational and staffing concepts/structures with the Kwahn Board and Human Resources Department, and recommends adjustments as necessary.
- Develops or reviews and approves work schedules, ensuring stores have adequate coverage across all shifts.
- Promptly communicates any staffing deficiencies to the Kwahn Board and Human Resources in a timely manner and recommends solutions to address such deficiencies.
- Emphasizes the importance of customer service and ensures all staff members are striving towards the highest degree of customer service standards.
- Responsible for all aspects related to financial management, including accounts payables, accounts receivables, budget development, forecasting/reforecasting, financial reviews, variance analysis and reporting, etc.
- Ensures all required accounting documentation, e.g. accounts payables, accounts receivables, cash sheets, supporting documents, etc., is submitted in an accurate and timely manner.
- Responsible for all aspects related to inventory management, including store layout, product selection, ordering, verifying deliveries, pricing, specials/discounts, stocking, discontinuing items, inventory counts and year-end audits, etc.
• Ensures all staff members are complying with requirements surrounding cash controls, inventory management, health and safety.
• Manages wholesalers and other vendors to ensure they are satisfying the expectations and requirements of the corporation.
• Responsible for all aspects related to capital improvements and property management/maintenance, utilizing internal staff members and independent contractors as needed in accordance with applicable permitting requirements, rules, and guidelines
• Routinely meets with subordinate staff to identify issues within store, troubleshoot them, and identify appropriate solutions; escalates issues to Kwahn Board and Human Resources Department when needed.
• Establishes a quality food services program and works with staff to provide options to our customers (including health menu selections), minimize waste, and maintain a high standard of customer service, cleanliness, and consistency.
• Responds to customer concerns and complaints and seeks amicable resolution in a timely manner.

QUALIFICATION REQUIREMENTS:

• Bachelor’s degree in a business-related discipline, and twenty-four (24) months experience managing all operational aspects of a convenience store with fueling stations; OR,
• Associate’s degree in a business-related discipline, and forty-eight (48) months of experience managing all operational aspects of a convenience store with fueling stations; OR,
• A combination of education and experience totaling seventy-two (72) months that provides the working and demonstrated knowledge, skills, and abilities to manage all operational aspects of a convenience store with fueling stations; applicant’s meeting this requirement must possess a high school diploma or equivalent
• Demonstrated knowledge of human resources principles and practices with the ability to effectively supervise, motivate, train, monitor, and follow-up with a wide range of staff members.
• Demonstrated knowledge of accounting principles and practices with the ability to read and interpret financial statements, develop budgets, and reforecast as needed.
• Demonstrated knowledge of inventory principles and practices with the ability to order, secure, price, stock, and discontinue retail items in an effective and efficient manner.
• Demonstrated project management experience, with the ability to assign projects, monitor progress, and resolve identified issues.
• Skill in the use of personal computers, including the Microsoft Office Suite (mainly Word and Excel).
• Skill in the use of point-of-sale (POS) systems, inventory management programs, and accounting software.
• Demonstrated ability to identify and resolve repair and maintenance needs in a timely and cost-efficient manner.
• Ability to provide superior customer service on a consistent basis.
• Ability to maintain STRICT confidentiality.
• Ability to work independently and as a member of close team.
• Ability to effectively communicate both orally and in writing.
• Ability to work irregular hours, including evenings, nights, weekends, and holidays when necessary.
• Must possess a valid California Driver’s License and be eligible for company insurance.
• Must submit to and successfully clear a thorough background check, including criminal history, employment, and reference verifications

PHYSICAL DEMANDS:

• Manual and finger dexterity as required to perform daily job duties.
• Ability to frequently walk and/or stand for prolonged periods of time.
• Ability to occasionally lift and/or move up to 100 pounds.
• Ability to frequently lift and/or move up to 50 pounds.
• Ability to frequently bend, squat, stoop, reach, climb and/or crawl.
• Occasionally works near or around electricity.
• Frequently works near or around machines and their moving parts.
• Occasionally exposed to toxic or caustic chemicals.
• Frequently exposed to a high level of noise in the work environment.
• Frequently exposed to outside weather conditions, including variations in temperature and precipitation

Indian Preference: Preference will be given to qualified Native American’s under the Federal Indian Preference Act (43 CFR 17.3 (d). Applicants claiming Indian Preference must submit verification of Indian certification by tribe or affiliation or other acceptable documentation of Indian heritage.

Equal Opportunity Statement: The Pit River Tribe’s Kwahn Corporation is an Equal Opportunity Employer and is committed to providing a workplace environment free of discrimination. The Tribe will not hire, discharge, or in any other way discriminate against an employee in compensation, working conditions or any other terms or benefits of employment because of the employee’s race religion, color, national origin, sex, age, citizenship, ancestry, physical or mental disability, medical condition, marital status, sexual orientation, or any other non-merit factor.

Knowledge of Pit River Tribe: this position requires an awareness and deep appreciation of the Pit River Tribe Indian Tradition, customs and socioeconomic need. It requires the ability at all times, to meet and deal effectively in contacts with Indian people and organizations. This requires tact, courtesy, confidentiality, discretion, resourcefulness and good judgment in handling sensitive issues.

Other duties as assigned: The Kwahn Corporation position description is a management tool to help organize duties and provide employees with the employer’s expectations with regard to the specific job classification. The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is a reasonable assignment for the position.