



Peak-A-Boo Toys USA

Assistant Manager Profile

- Manages the Day-to-Day activities of the store leading the Associates on a shift
- Leads Associate team on shifts around providing the highest level of customer service
- Responsible for hiring, training, scheduling, and onboarding new Associates
- Assists with ordering and receiving products
- Conducts cash deposits
- Manages the online store while on their shift and coordinates/leads shipping efforts
- Drive sales, initiate sales contests, leads upselling with Associates
- Maintains store staff by recruiting, selecting, orienting, and training employees
- Maintains store staff results by coaching, counseling, and leading Associates
- Optimizes merchandising in store and focuses Associates on this on shifts
- Maximize customer service levels – Yelp, Google, customer reviews
- Responsible for Employee Morale, coaching / training / team building with staff
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures
- Assists with conducting physical inventories as needed
- Communicating new product ideas
- Leads Associates to ensure store cleanliness level is optimal and tasks are being done

Retail Store Manager Skills and Qualifications:

Customer Focus, Tracking Budget Expenses, Pricing, Vendor Relationships, Market Knowledge, Staffing, Results Driven, Strategic Planning, Management Proficiency, Client Relationships, Verbal Communication

Signed: _____

Date: _____