



**Position Title:** Assistant Manager PDX

**Location:** Powell's at PDX

**Group:** X5

**Date:** 7/2024

### **Position Summary:**

The Assistant Manager works independently and as a part of the management team to oversee retail floor operations. Responsibilities include providing for an exceptional in-store customer experience, managing staff on the retail floor, and coordinating workflow and staffing. The Assistant Manager assists the Store Manager in leading the team to a high level of performance. They will support store operations and staff throughout the store. Takes appropriate action with respect to safety, security and emergency situations. Challenges and inspires their team to fulfill the Company vision, mission, and values on a daily basis. Acts as a resource regarding Port and Store relations. Takes risks and creates a stimulating work environment. Contributes to the development of a culture that emphasizes exceptional customer service, continuous operational improvement and high performance of all staff and management team members. Implements and furthers the company's vision. Reports to Store Manager.

### **Essential Functions:**

- Supervises all sales floor activity. Assigns projects and directs work. Coordinates with managers and employees to ensure that essential store functions are properly staffed.
- Supports and demonstrates a culture of passionate bookselling including active engagement with customers.
- Upholds and holds staff accountable to Powell's Customer Service Expectations.
- Performs management functions including, but not limited to: supervision of all sales floor activity; resolution of the full spectrum of customer service calls; coordination of staff coverage; representing the company to customers, vendors, and media; coordinating with Physical Plant, IT, Cash Office and others as needed.
- Perform duties necessary for security of store, staff, and customers, including, but not limited to surveillance, exclusions, loss prevention, clean-up, and working with the police &/or port security as needed.
- Acts as an informational resource for staff regarding store operations, procedures, and decisions.
- Selects and hires personnel, oversees training, and conducts performance evaluations.
- Challenges and inspires staff to achieve a high level of performance through feedback mentoring and acknowledging accomplishments. Motivates staff and advocates for team.
- Initiates and follows through with in-the-moment and problem-solving conversations, performance management and progressive discipline when there are performance issues as needed.
- Promotes team environment that takes responsibility for good work, high standards and mutual respect for all Powell's employees and customers. Works with team to meet goals and celebrate accomplishments.
- Takes initiative in advancing new projects and ideas that improve productivity and make for a superior working environment.
- Shares responsibility for the efficient functioning of the store including prioritizing workflow, assigning tasks, and opening and closing the building. Takes responsibility in emergencies, responds to safety and security issues and facilities problems.
- Acts as a resource to staff regarding Port operational guidelines and support for tenants.
- Assists in maintaining positive working relationship with the Port through excellent communication skills and understanding of the store's contractual obligations related to operations.
- Acts as a resource to staff regarding vendor related Transportation Security Administration directives and regulations.
- Acts as a change agent in the store. Helps establish policies, procedures, standards and controls, and helps to convey changes to staff. Ensures company compliance goals are met at the store.
- Other duties as assigned.

### **Requirements / Qualifications:**

- PDX employees must be able to pass a ten-year background check with the Port of Portland & acquire & maintain a security badge for PDX.
- Requires work experience in supervising, leading, and training employees (retail management and/or bookstore management experience preferred) or demonstrated leadership experience in a Level II position (or equivalent) at Powell's.
- Demonstrated leadership skills to supervise, lead, delegate, and train
- Demonstrated team-building skills and excellent communication and interpersonal skills
- Superior customer service skills and demonstrated conflict management and resolution skills
- Skills to work independently and as a member of a team
- Ability to manage effectively in a fast-paced environment, managing multiple situations and priorities simultaneously

- Ability to assume a confident leadership role in emergency situations.
- Proficient computer and financial management skills. Proficiency in MS Office preferred. Adept in learning new technologies
- Strong analytical, problem solving, organizational and time-management skills.
- Absolute ability to maintain confidential information
- Love of books and customers?
- Physical requirements – Group B.