

JOB GUIDELINE

JOB TITLE: **PDX RETAIL ASSISTANT STORE MANAGER**

WAGE GRADE: **HOURLY**

DEPARTMENT: **RETAIL**

DIVISION: **MOUNTAIN OPERATIONS**

CLASSIFICATION: **F.T., YR ROUND**

JOB SUMMARY:

Assist PDX Store Manager in all aspects of retail operations including but not limited to: merchandising, hiring, training and inventory management. Head sales person and will lead the team in providing a high level of customer service. In addition to Timberline Lodge procedures, the PDX Retail ASM will comply with all TSA and Port rules and regulations. This position is located at Portland International Airport.

ORGANIZATIONAL RELATIONSHIPS:

Reports to: PDX Retail Store Manager
Supervises: Retail Supervisors and Sales Associates
Staff relationships: All Timberline Staff

ESSENTIAL FUNCTIONS:

- All duties of retail supervisor and sales associate.
- Assist Manager in all areas as needed or in absence of Manager.
- Lead the team in sales each month.
- Train new and existing employees in accordance with company and department handbooks.
- Merchandise and restock stores on a daily basis using visual merchandising skills and initiative.
- Receive and tag merchandise as needed and report discrepancies to management.
- Lead lunch breaks and evaluate staffing levels.
- Collaborate with manager and retail director to execute store layout changes.
- Work with manager and buying team to effectively move inventory.
- Assist Manager in hiring duties.
- Provide meaningful improvement plans to management.
- Execute company emergency plans/procedures in absence of Manager.
- Other duties as assigned by Timberline management.
- Attend all Manager/Supervisor training schedule by HR or Port of Portland.
- Ensure recyclable materials from your area of business are taken to correct location and placed in appropriate containers.
- Present a professional, quality image at all times.
- Exercise sound judgment and awareness regarding language, behavior, and dress and grooming.
- Be familiar with PDX and Timberline Lodge information and communication network.
- Regular and reliable attendance.

QUALIFICATIONS:

- Must be self-motivated, energetic, and optimistic and service oriented personality with a strong desire to excel in all aspects of retail operations and meet high customer service

standards.

- Must be 18 years old.
- Must be highly detail oriented with a solid working knowledge of inventory procedures, merchandising, office management, filing and data entry.
- Skilled in audience recognition and customer engagement.
- Must be able to manage, organize, motivate and train a group of up to 15 people. Able to promote and maintain high sales.
- Must be highly skilled in up-selling products and services. Able to assist managers with special sales and ideas for sales generation.
- Must be able to assist guests with questions and concerns about all PDX and Timberline Lodge.
- 2 yr minimum supervisory retail experience required.
- Computer, typing and basic math skills required.
- Must have a working knowledge of but not limited to Excel, Microsoft Word and sales software.
- Must have a Safety-First, Team-Oriented, Can-Do attitude, able to make decisions and follow company policies and procedures.

PHYSICAL REQUIREMENTS:

- Must be able to lift 35 lbs. and move large packages up to 50lbs using a hand truck.
- Must be flexible and capable of pulling, bending, twisting and kneeling, climbing ladders and reaching above shoulders.
- Must be able to work in tight spaces and closely with others.
- Must be able to work on feet, stand and walk for up to 8 hours at a time.
- Must be able to keep up with the pace of the department demands of the position.

In addition to an employee's assigned job responsibilities and duties, from time to time, RLK and Company may ask employees to work on special projects or to assist with other work important to the operation of RLK and Company. Cooperation and assistance in performing additional work is expected.

RLK and Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

DISCLAIMER

Must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

When duties and responsibilities change and develop, the job description will be reviewed and subject to change of business necessity.

I HAVE READ AND UNDERSTAND THE JOB REQUIREMENTS STATED IN THIS JOB DESCRIPTION AND VERIFY THAT I CAN PERFORM THE FUNCTIONS OF THE JOB WITH OR WITHOUT ACCOMMODATIONS.

Applicant's Printed Name: _____

Applicant's Signature: _____ Date: _____