

# JAC Distribution Ltd.

(Wholesale & Retail Distributors)

## JAC Stores

### Job Description: Assistant Manager (Douglas Stores)

As an Assistant Manager in Douglas stores, you will be required to provide support to the Manager and also focus and direction for your team. You will work between both our Strand Street and Castle Street stores.

#### Your duties will include:

- Ensuring your team deliver excellent customer service.
- Meeting operational expectations by implementing and maintaining high retail standards.
- Maximising all sales and marketing opportunities.
- Serving customers, including dealing with enquiries and complaints.
- Implement store activities and promotions while ensuring effective store merchandising.
- Staff management, recruitment, motivation, training and disciplinaries.
- Working with back-office systems.
- Keyholder responsibilities including cashing up and out of hours alarm call outs.
- Regularly review systems and procedures to control costs and maximise efficiency.
- Daily floor walks and store checks.
- Ensuring the store is an organised and structured environment.
- Ensuring company policies and procedures are adhered to.
- Ensuring the health and safety requirements for the store and teams are met.

#### Hours and Environment:

Your normal working week would be 40 hours, which will include Saturdays and Sundays. Some evening openings are required especially at Christmas.

The successful person would work closely with the directors and management team. They must be customer service focused with high integrity, a positive mature attitude and a passion for delivering the best possible customer experience. You must have a good eye for detail and be able to multi task in this interesting and diversified role.

#### You'll need a range of skills, notably:

- The ability to work as part of a team.
- The ability to lead and motivate.
- Excellent communication and 'people' skills.
- A strong commitment to customer service.
- The ability to work under pressure and handle challenging situations.
- Confidence, drive and enthusiasm.
- Decision-making ability and a sense of responsibility.
- Basics computer skills, including the use of Microsoft Office.

The above is issued as a guide and specific roles may vary. The role itself requires someone with the ability and willingness to adapt as and when required.