



M O O N S T R U C K
CHOCOLATE CO.

Assistant Store Manager Job Description

Created: July 1, 2009

Department: Café

Exempt Non-exempt

Reports directly to: Store Manager

JOB SUMMARY: The Assistant Manager contributes to Moonstruck's success by assisting the Store Manager in executing store sales and operational goals. This position assists and supervises a team of Associates and Shift Leads to create and maintain the "Moonstruck Experience" for our customers. The candidate is responsible for modeling and acting in accordance with Moonstruck's high standards and guiding principles.

MAJOR RESPONSIBILITIES:

- Models a "customer comes first" attitude, delivers legendary customer service, and supervises Associates to ensure they are also delivering legendary customer service.
- Constantly reviews store environment and key business indicators to identify problems, concerns and opportunities for improvement in order to provide coaching and direction to the shift team to achieve sales and operational goals.
- Demonstrates integrity, honesty, and knowledge to promote the vision, values, and goals of Moonstruck. Maintains and models a calm exterior presence during periods of high volume or unusual events and moves on immediately after to keep store operating to standard and to set an example for the shift or team.
- Demonstrates an understanding of the store financials. Helps to achieve the store's operational goals by driving sales and keeping expenses in line. Focuses on directing the team to increase store sales.
- Supports the Store Manager in implementing company programs by working directly with the shift team to execute action plans that meet sales, operational and organizational objectives.
- Implements and manages training activities in support of developing highly motivated team members.

- Demonstrates knowledge and engages in conversation with customers to understand the customer needs and the needs of the community in which the store exists.
- Provides direction to the team during their shift to maintain the appropriate operations of the store.
- Fosters a positive store culture and strong sense of team within the store staff.
- Leads the staff and encourages development of individual strengths and improvement on individual opportunities.
- Communicates ideas to the Store Manager for broader areas of improvement.
- Communicates clear, concise and accurate information to staff and Store Manager.
- Solicits customer feedback to understand customer needs and the needs of the community.
- Timely and relevant communication with corporate staff, employees and customers.
- Additional responsibilities as assigned.

QUALIFICATIONS AND EXPERIENCE:

- Minimum of one year supervisory experience in the retail, hospitality or restaurant industry.
- Experience managing, training, and motivating a team of 6-12 sales associates.
- Ability to resolve concerns from customers and associates.
- Receive and maintain food and safety certification in accordance with local, state, and federal guidelines.
- Chocolate and coffee (barista) knowledge a plus, but not required.

ADDITIONAL SKILLS NECESSARY FOR SUCCESS:

- Ability to act with a “customer comes first” attitude and deliver customer service that meets or exceeds customer expectations.
- Knowledge of the retail environment.
- Exceptional sales and operational skills in a customer service environment.
- Strong communication and interpersonal skills.
- Drives store efficiency by initiating tasks and delegating tasks to staff.
- Team-building and strong problem solving skills.
- Ability to use discretion in providing direction to others.

- Ability to work in a fast-paced, team environment.
- Ability to demonstrate respect and integrity at all levels of the organization.
- Ability to develop and maintain effective working relationships.
- Ability to communicate and execute management directives.
- Accountability for cash handling and banking needs of the store.
- Passion for our brand and products.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands or arms, climb or balance, stoop, kneel, crouch, or crawl, and talk and hear. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.