



**Title:** ASSISTANT MANAGER OFF-SALE  
**Effective Date:** January 2015  
**Grade:** 14  
**Background Check Required:** Criminal BCA, Outstate BCA, Driver's License, and Reference

## DESCRIPTION OF WORK

### **General Statement of Duties:**

This position performs work that is primarily direct customer-support and administrative in nature, and is physically demanding. It is generally responsible for the work-direction of retail clerks, cashiering, stocking, merchandising, and a variety of other duties pertaining to retail off-sale liquor store operations.

### **Supervision Received:**

Works under the direct supervision of the Off-Sale Manager, and at the will of the City Council.

### **Supervision Exercised:**

Provides work direction to retail clerks and may participate in the selection and performance evaluation of, and recommend corrective actions for, such employees.

### **TYPICAL DUTIES PERFORMED:**

The duties listed are for illustrative purposes and do not necessarily include all of the duties or activities performed by this position. Actual duties performed will vary on a day-to-day basis.

1. Provide work direction to retail clerks, including prioritizing assignments, clarifying job expectations, assisting in employee evaluations, and scheduling work as necessary for call-in or shift-cover necessities.
2. Assist in the training of new employees.
3. Prepare bank deposits as directed.
4. Check in product deliveries, stock shelves, and prepare on-going list of low-stock items.
5. Maintain surveillance for shoplifter-prevention and implement and maintain directed internal controls to effectively minimize loss of store assets and inventory.
6. Respond to public inquiries and complaints concerning the liquor store, investigate difficult and sensitive citizen inquiries and complaints, solve problems and maintain good relations with the citizens.
7. Assist customers in merchandise selection, ring up sales appropriately, and package and assist in carry-out of sales for customers as necessary.
8. Arrange and conduct the good housekeeping and overall maintenance and security of building, surrounding grounds and equipment.
9. Arrange and assist in the taking of physical inventory and merchandise ordering as directed.

10. Perform such other duties related to the position as assigned and/or necessary.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Good knowledge of typical retail liquor store merchandise and retail liquor store operations, including the legal principles related to allowable sales.
2. Good knowledge of principles and processes for providing customer and personal services.
3. Ability to perform effective methods of showing, promoting, and selling products or services, and to appropriately suggest merchandise selections suitable to the customer's need.
4. Ability to effectively interact, participate in and contribute to a high performing liquor store, and to effectively interact with the public and all levels of City personnel.
5. Ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and involve lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (50 pounds) frequently.
6. Skill in the use of standard office equipment, computerized cashiering systems, and basic mathematical computations.

### **QUALIFICATIONS**

#### **Minimum Qualifications:**

High school graduation or equivalent with at least one year of retail liquor store or equivalent merchandising experience involving contact with the public, or an equivalent combination; valid driver's license; proficiency with standard office equipment and computerized cashiering systems. Any combination of education and experience that provides equivalent knowledge, skills, and abilities will be considered. Supervisory experience is desirable. Must be a minimum of 18 years of age.