

JOB DESCRIPTION Retail Manager

Job Title	Retail Manager
Department	Retail Operations
Reports to	Regional Manager
Key Relationships	Store team members (supervisors, assistants) Assistant Retail Manager Senior Management/Regional Manager Dispensary Manager HR and Payroll teams Byers and Marketing teams Other Retail Managers in the business Supplier representatives and external vendors Customers

Role purpose: The Retail Manager is responsible for overseeing all aspects of store operations, including sales, staffing, stock management, and customer service. They ensure that business objectives are met while maintaining a high standard of service and operational efficiency.

Key Responsibilities	Key Deliverables/Outcomes
<i>Daily Tasks</i>	<ul style="list-style-type: none"> Check and balance tills every morning. Perform daily banking and deposit cash at the bank. Review timesheets from the previous day. Record daily sales figures in the daybook. Assign daily tasks to staff and provide leadership. Monitor and respond to emails, following up where necessary. Oversee restocking of shelves and store cleanliness. Provide excellent customer service and handle complaints. Assist at the retail counter when needed.
<i>Weekly Tasks</i>	<ul style="list-style-type: none"> Prepare and publish staff rosters at least 4 weeks in advance. Arrange cover for staff on leave. Liaise with Payroll to resolve pay discrepancies. Purchase milk for the staff room. Submit the weekly gaps order by Monday before 1 PM. Send the weekly operations report by Monday before 11 AM. Merchandise products for optimal visibility. Check for and replace missing labels store-wide. Ensure adequate change is available for tills.

<p>Monthly Tasks</p>	<p>Adjust negative stock levels (ideally three times per week). Update pricing information (ideally three times per week). Communicate with supplier representatives regarding stock issues.</p> <p>Submit the monthly operations report. Check product expiry dates. Merchandise monthly promotional gondola ends. Display promotional tickets. Install promotional displays, hangsells, and counter units. Verify monthly promotional execution and complete compliance forms. Organise promotional pink tickets by aisle. Conduct uniform and name badge checks. Work towards achieving monthly sales targets and budget control. Ensure staff completion of RedSeed training.</p>
<p>Additional Responsibilities</p>	<p>Liaise with Regional Manager and HR to address people, performance and culture related issues. Follow H&S Policy and Framework. Assist with Inwards goods when required. Participate in hiring and interviewing new staff. Train and support Assistant Retail Manager and Inwards Goods. Arrange quarterly stocktakes. Ensure store policies and procedures are adhered to. Drive sales performance and customer engagement.</p>
<p>Skills and Qualifications</p> <p>Outline the specific abilities, knowledge, and certifications that are required or preferred for the role.</p>	<p>Previous experience in a retail management role preferred. Experience in customer service and sales. Knowledge of Time and Attendance Systems (MYOB, Zambion, ReadyWorkforce) and stock management software is advantageous.</p>

Attributes

Key Competencies

Strong leadership and team management skills.
Excellent customer service and complaint resolution abilities.
Organisational and time management skills.
Familiarity with retail operations, including POS systems and stock management.
Ability to work under pressure and meet deadlines.

Employee name: _____

Signature: _____

Date: _____