

Examined, Accepted and Approved by Anne Gauthier on May 12, 2009.

This policy shall remain in full force and effect until cancelled, superseded or revised, in writing by the issuing authority.



- 1.0 SUMMARY:** The primary function of a Store Co-Manager is to assure that all functions of the store are performed and that adequate personnel are available to staff the store to perform these functions.
- 2.0 AUTHORITY AND ACCOUNTABILITY**
  - 2.1 The Store Co-Manager is selected and appointed by the Retail Supervisor and reports to the Store Manager of St. Romain Oil Co., LLC.
  - 2.2 The Store Co-Manager, with the Store Manager, is responsible for sales associates/clerks, café associates/cooks and maintenance associates.
- 3.0 EDUCATION, CERTIFICATION AND SKILLS REQUIREMENTS**
  - 3.1 Education/Experience**
    - 3.1.1 High School Education and 1 year of experience in retail general management;  
or
    - 3.1.2 Equivalent combination of education and experience.
    - 3.1.3 Prior experience in retail/convenience store industry preferred.
  - 3.2 Licensing/Registration/Certification**
    - 3.2.1 Class E driver's license;
    - 3.2.2 Responsible Vendor Certification;
    - 3.2.3 Food Safety Certification preferred.
  - 3.3 Personal Skills and Abilities**
    - 3.3.1 Ability to establish and maintain effective relationships with other management staff, employees, and the general public;
    - 3.3.2 Ability to work varied hours/days as business dictates;
    - 3.3.3 Must be detailed oriented;
    - 3.3.4 Ability to work independently;
    - 3.3.5 Ability to work well under pressure.
  - 3.4 Analytical Skills and Abilities**
    - 3.4.1 Knowledge of the organizations and operations of administrative programs;
    - 3.4.2 Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations;
    - 3.4.3 Ability to interpret a variety of technical instructions in mathematical or diagram form;
    - 3.4.4 Good to excellent knowledge of basic business mathematics for reports and expense analysis;
    - 3.4.5 Measurement of performance to company goals and standards and establishment of targets for improvements in safety, quality, cost, delivery and employee relations;
    - 3.4.6 Strong project-management skills;
    - 3.4.7 Ability to develop long-term plans and programs and to evaluate work accomplishments;
    - 3.4.8 Ability to apply and adapt practices and techniques to the special requirements of senior management;
    - 3.4.9 Ability to effectively utilize technology to streamline processes and increase efficiency.
  - 3.5 General Management Skills and Abilities**
    - 3.5.1 General knowledge of the principles and practices of personnel administration;
    - 3.5.2 Knowledge of sound techniques in all aspects of personnel management;

- 3.5.3 Proven leadership experience;
- 3.5.4 Ability to develop and motivate a team of up to 30 employees;
- 3.5.5 Ability to respond effectively to the most sensitive inquiries or complaints;
- 3.5.6 Ability to organize and manage multiple priorities;
- 3.5.7 Ability to train and develop employees;
- 3.5.8 Ability to objectively evaluate and review employee performance.
- 3.6 **Technical Skills and Abilities**
  - 3.6.1 Ability to process information/merchandise through system and POS Register system;
  - 3.6.2 Ability to operate and use all equipment necessary to run a store;
  - 3.6.3 Ability to freely access all areas of the store including selling floor, stock area and register area;
  - 3.6.4 Strong keyboarding skills;
  - 3.6.5 Basic Microsoft Office Proficiency (Word, Excel, Outlook);
  - 3.6.6 Ability to learn and use proprietary software systems and applications.
- 3.7 **Language Skills**
  - 3.7.1 Ability to communicate effectively in English with associates and customers;
  - 3.7.2 Ability to read, count, and write to accurately complete all documentation;
  - 3.7.3 Ability to read and interpret documents such as department manual;
  - 3.7.4 Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community;
  - 3.7.5 Ability to present facts and recommendations effectively in oral and written form;
  - 3.7.6 Ability to effectively present information to top management, public groups and/or boards of directors;
  - 3.7.7 Ability to read, analyze, and interpret common professional journals, financial reports, and legal documents;
  - 3.7.8 Ability to write speeches and articles for publication that conform to prescribed style and format.

#### 4.0 AMERICANS WITH DISABILITIES SPECIFICATIONS

- 4.1 **Physical Demands**
  - 4.1.1 The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
  - 4.1.2 While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell; drive a motor vehicle;
  - 4.1.3 The employee must occasionally lift and/or move up to 50 pounds;
  - 4.1.4 Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- 4.2 **Work Environment**
  - 4.2.1 Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
  - 4.2.2 The employee is exposed to weather conditions prevalent at the time;
  - 4.2.3 The temperature range in the indoor work environment is typically 68-82 degrees Fahrenheit, though the employee may occasionally and briefly be exposed to temperatures ranging from -10-100 degrees Fahrenheit;
  - 4.2.4 The noise level in the work environment is usually moderate.
  - 4.2.5 The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and vibration.

## **5.0 DUTIES AND RESPONSIBILITIES**

### **5.1 General**

- 5.1.1 Follow all company policies and procedures.
- 5.1.2 Adhere to all safety rules and/or precautions.
- 5.1.3 Strive to reduce possible liability exposures for the company.
- 5.1.4 Ensure that all methods and procedures implemented in the stores meet local, state and federal rules and regulations.
- 5.1.5 Complete special duties/assignments assigned by management.

### **5.2 Operations Management**

- 5.2.1 Constantly monitor the quality of the products and services of the store.
- 5.2.2 Resolve any customer complaints regarding the quality of products and/or service.
- 5.2.3 Supervise the maintenance of the store's facilities and equipment.
- 5.2.4 Assure that the levels of inventory are adequate to assure proper customer service.
- 5.2.5 Ensure that the counters are "faced" and clean.
- 5.2.6 Assure that quantities being delivered are adequate.
- 5.2.7 Assure that store achieves the highest CVP scores possible as set by Shell.
- 5.2.8 Assure that customers understand the car wash procedures and restrictions.
- 5.2.9 Assure the attractiveness, cleanliness and efficiency of the store.
- 5.2.10 Complete accurate customer/employee accident reports as needed.
- 5.2.11 Report maintenance needs to Wholesale Manager.
- 5.2.12 Assume the duties of the Store Manager in his or her absence.
- 5.2.13 Perform all functions required to operate the store.

### **5.3 Personnel Management**

- 5.3.1 Supervise, train and motivate all store personnel.
- 5.3.2 Constantly monitor and coach quality of consistent delivery of customer service.
- 5.3.3 Oversee that employee-assigned functions are being performed correctly.
- 5.3.4 The Store Co-Manager may be required to work a double-shift in certain emergency situations.
- 5.3.5 Work with Store Manager to rate and review employees semi-annually.
- 5.3.6 Constantly coach and motivate store employees through positive reinforcement, thereby keeping morale and productivity at highest levels.

### **5.4 Financial Management**

- 5.4.1 Assure that shift receipts are properly balanced.
- 5.4.2 Make bank deposits as required.
- 5.4.3 Complete the Daily Shift Analysis in the Manager's absence.
- 5.4.4 Minimize employee overtime.
- 5.4.5 Minimize shrinkage.

## **6.0 STANDARDS OF PERFORMANCE**

- 6.1 Sales volume increases annually with appropriate increase in profitability.
- 6.2 Ensures St. Romain Oil's commitment to top-quality customer service.
- 6.3 Employees motivated to promote attractiveness, cleanliness and efficiency of the store.
- 6.4 CVP score maintained at the highest level.

**7.0 COMMITMENT AND UNDERSTANDING**

- 7.1 I have reviewed and understand the above job description and believe it to be accurate.
- 7.2 I understand that the list of job elements, responsibilities, skills, duties, requirements, or conditions is not exhaustive, but is merely the most accurate list of the current job.
- 7.3 I also agree that St. Romain Oil Co., LLC retains the right to change this job description at any time.

\_\_\_\_\_  
Store Co-Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/HR Representative

\_\_\_\_\_  
Date