



**Job Title:** Assistant Store Team Leader

**Dept:** Administration

**Accountability:** Store Team Leader

**Job Summary:** Assist the Store Team Leader in supervising the day-to-day operations of the store, including all revenue producing departments and the Receiving and Maintenance departments. Maintains and assures accuracy of data file for all scanned product at store. Maintains and assures accuracy of shelf tags.

The ASTL works with the STL to develop and train staff on store and personnel policies/procedures, safety issues, job descriptions and customer service.

The ASTL is expected to perform/demonstrate excellent customer service by implementing systems to promptly address requests, credits, special orders, and questions concerning product and merchandising. The store team leader should keep informed about membership issues and promote membership whenever possible.

The ASTL must practice established use and maintenance of equipment at all times. He/she must monitor equipment performance and arrange outside maintenance assistance as needed. The ASTL sets the standard for store cleanliness, and to develop plans for maintenance.

The ASTL must identify problems within the store and have the ability to either solve it, or bring forth the problem for assistance from the STL.

The ASTL must personally follow all health and safety regulations and store policies/procedures. He/she is responsible for helping to enforce these throughout the store.

The ASTL is expected to communicate clearly and respectfully to all staff. He/she must develop teamwork within the store by maintaining a high level of two way communication. He/she must also work cooperatively with all La Montanita departments to recognize our common goal of success for the whole store.

Other duties as assigned.

## INTERACTIONS

External: Daily interaction with customers. Routine contacts with suppliers, bank, and equipment maintenance personnel.

Internal: Routine communications with Store Team Leader on day-to-day operational issues. Routine communication with all department team leaders. Regular MOD schedule. Interacts with staff from HR, Finance, IT, Scanning, Membership, Marketing and CDC as needed.

## REQUIREMENTS (KSA's)

- Supervisory experience
- Excellent customer service skills
- Ability to cooperate as a team member
- Ability to prioritize and work with minimal supervision
- Ability to accept responsibility and accountability
- Ability to communicate objectively, clearly, and respectfully
- Good problem-solving and interpersonal skills
- Ability to handle stress and emergencies calmly
- Ability to follow-through

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**Staff Member Signature**

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**Date**

1/2010  
ASTL