

Job 1

Assistant and General Manager

Nationwide opportunities, multiple locations

Supply Chain, Distribution and Operations

General Manager and Assistant General Manager positions available throughout the United States. These positions oversee operations for distribution centers ranging from 100 to 700 associates. Responsible for the implementation and administration of both company and facility strategies within the Logistic Network. Directs and oversees the maintenance, operations, costs, and personnel of a distribution center. Ensures the distribution center operates in an efficient manner and merchandise is delivered to stores in a timely and cost effective manner.

Responsibilities, Skills, Experience

- Ensures stores are supplied with ordered merchandise in a timely efficient manner. Establishes productivity goals and oversees and ensures goals are adhered to.
- Monitors and enforces cost control methods in order to ensure resources are used efficiently and expenses are controlled. Reviews cash reports and expenditures to ensure company procedures and guidelines are adhered to.
- Monitors operations in order to ensure optimum productivity levels are maintained in delivering merchandise to stores.
- Hires, orients, trains, evaluates, recommends pay increases and develops associates whose work is considered professional, administrative or clerical. When necessary, carries out disciplinary actions or recommends termination of employment.
- Oversees and monitors facility maintenance; ensures building, grounds, and equipment are functioning and downtime is minimized. Oversees, administers, monitors, and enforces compliance with environmental and safety programs. Notifies appropriate personnel of noncompliance.
- Monitors, oversees, and administers the loss prevention program, ensuring asset loss is minimized in order to control costs.
- Manages the development, implementation and administration of operational policies, programs and systems within functional area. Establishes methods and procedures for departmental work activities; identifies and resolves operational problems; and communicates expertise and approvals concerning departmental activities

Requirements:

Bachelor's degree in Business Administration, Logistics or related focus preferred

Minimum of eight years distribution center management/operations experience or equivalent. Retail or CPG experience preferred

Strong knowledge of distribution center practices and procedures

Strong leadership, administrative, organizational, managerial and communication skills

Strong analytical ability to gather and interpret information, and develop, recommend and implement solutions

Strong financial acumen. Ability to develop strategies and build teams.

Ability to relocate to other areas preferred.

If interested, please email your resume and cover letter to Kate Midden, MSCCN, k_midden@msccn.org

Job 2

Assistant Store Manager – In Training

Nationwide Opportunities – Multiple Locations

The Assistant Store Manager in Training position has been created to give an individual an accelerated and intense training opportunity in operations as well as exposure to different departments within the store. The ideal candidate will have 2-5 years of previous retail management experience and possess the ability to learn, understand and successfully execute operations strategy and performance management processes at the conclusion of a 6-8 week training program. Focus of the training may be in one of several areas to include Operations/HR, Hardlines, Softlines, Home Improvements, Auto Center and Loss Prevention. Operations focus on the management of human resources and the business operations of the store. This may include Backroom support, Center Aisle Cash wraps and HR operational activities. Operations is accountable for managing facilities, payroll, expenses, and inventory shrinkage. The Hardlines, Softlines, Home Improvement and Auto Center areas include sales, expense management and achievement of profitability goals, replenishment and sales floor readiness, store execution of marketing and visual programs, maintaining customer satisfaction and associate morale and productivity. Loss Prevention includes working closely with store management to increase sales associate awareness in safety and shortage by implementing and maintaining all company loss prevention programs and standards. Loss Prevention is accountable for inventory shortage reduction, safety related losses, operating expense, and adding value and profit contribution while enhancing customer service. The ultimate goal of the program is to develop an associate who is ready to become an Assistant Store Manager of the Operations, Hardlines, Softlines, Home Improvements, Auto Center or Loss Prevention departments.

High School or GED required. 2-5 years retail experience.

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Job 3

Store Manager – In Training

Nationwide Opportunities – Multiple Locations

Job Description: Critical Success Factors

- Provide disciplined leadership including setting clear expectations and holding the team and self accountable for results.
- Adhere to the Store Manager scheduling requirements (weekly exceptions must be approved by the District Manager):
 - Minimum of 2 nights per week
 - Minimum of 2 weekends per month scheduled during peak hours (e.g., Friday night, Saturday mid-day through evening, Sunday)
- Follow the Playbook and the Weekly Walk processes to develop and prioritize action plans with timely follow up.
- Execute customer focused strategies, policies and programs as measured by Customer Satisfaction, Survey data and verbatim comments.
- Select, develop and manage performance of individuals and team, measured by appropriate performance reports/scorecard, retention, internal promotions, training completion, and associate survey results.

- Attract, hire and on-board store staff as measured by appropriate performance scorecard, retention and new hire survey results.
- Execute the client's (brand/business) plan consistently across all departments and provide ongoing fact based feedback.
- Consistently deliver acceptable compliance scores as measured by District Manager in the Standards Based Store Visit & Client Commitment tools.
- Focus and invest time on customer facing activities and processes.
- Ensure the store is operationally certified and every associate is certified to do his/her job.
- Monitor and proactively address outliers, e.g., customer satisfaction, sales, controllable costs, profit, margin, operational processes, and compliance against plan and/or established standards.
- Embed the Company return policy and Pledge of Fairness.
- Create and maintain a culture of winning that resonates with associates.

Leadership Behaviors

- Customer
 - Expect and inspect core processes and "clean and bright" standards.
 - Expect and inspect execution of client's merchandising and operating plans.
 - Provide first person coaching on the execution of action plans based on daily department walks, Customer Satisfaction Survey learnings, customer verbatims, and customer interactions.
 - Be the customer advocate and surface opportunities to improve the end-to-end customer experience.
 - Teach, model and lead ways to satisfy customers, find ways to say yes, e.g., helpful associates, complaint resolution, Store to Web.
- Leadership and People
 - Personally support, coach and develop team members, creating an environment where our associates can be successful.
 - Facilitate dialogue between front-line associates and the store leadership team.
 - Focus the entrepreneurial energy of the team on delivering over the top customer service and associate pride.
 - Build a strong bench of talent and strive to develop people for internal promotion.
 - Lead and embed the new normal (changes resulting from transformation initiatives) and drive Retail Services plans/projects using common enterprise-wide tools, processes and language. (No store programs.)
- Process
 - Understand, lead, and embed a standardized operating model that will earn preferred provider status in every store.
 - Rigorously inspect compliance with our operating model for consistency across all departments.
 - Execute and support the client's plan utilizing compliance score cards/audits to measure store execution and honor client commitments.
 - Ensure that all initiatives and processes are in full compliance with applicable laws, regulations and company policies.
- Effectiveness
 - Create a selling culture that will meet/exceed clients' sales plans.
 - Lead and monitor store level margin drivers, e.g., solution selling, accessory attachment rate, inactive inventory, price change execution and POS reductions.

- Achieve all miscellaneous income plans, e.g., smart plans, protection agreements, new account generation.
- Achieve controllable cost plans and identify and communicate continuous improvement opportunities.
- Communicate opportunities and solutions that will allow clients to meet/exceed profit plans.
- Disciplined Decision Making
 - Provide clients with fact-based, real time feedback on the product life cycle including assortment, pricing, inventory flow, marketing support, transition/exit strategies, etc.
 - Utilize quantitative and qualitative data to measure and achieve desired outcomes and address outlier opportunities.
 - Consistently provide a sense of urgency to maintain standards while obtaining associate buy-in.

Required Knowledge, Skills, and Abilities:

- Bachelor's degree or equivalent experience.
- Minimum of five (5) years experience in retail or equivalent industry experience preferred.
- Extensive knowledge of store merchandising, operations, and retail management practices and procedures.
- Strong leadership and organizational skills.
- Availability to work during critical retail timeframes including Fridays, Saturdays, Sundays and holidays.
- Ability to analyze information, identify root causes and develop/implement approved solutions.
- Effective oral and written communication skills necessary to communicate with all levels of internal and external team members and customers.
- Experience selecting, assessing, coaching and developing associates, preferably in a retail environment.
- Proven ability to manage and mentor team members, lead and influence cross-functional working groups and achieve results.
- Microsoft Office computer skills including Word, Excel and Outlook.

Military Veterans are strongly encouraged to apply.

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