



### ***Job Description: Assistant Manager***

Wild Birds Unlimited is the original and largest franchise system of backyard bird feeding and nature specialty retail stores. WBU offers the highest quality bird feeding and bird watching products including bird foods, bird feeders, bird houses, bird baths, nesting boxes, and other accessories for backyard habitats.

Wild Birds Unlimited of Cypress is located at 12320 Barker Cypress Road, just north of Hwy 290 in the Randall's Shopping Center at Coles Crossing. We are currently interviewing for Assistant Manager with great retail and service skills.

#### **Overview**

The primary responsibility of the Assistant Manager is to support the store owners in day to day operations of the store and to provide a high energy customer experience. The Assistant Manager will report to the store owners.

#### **Selling / Customer Experience**

- Understands that the high energy customer experience is the #1 priority.
- Completes all online WBU Learning modules in order to deliver the WBU high energy customer experience as the trusted local expert.
- Uses successful selling skills to satisfy the customer and complete the sale.
- Reads, understands and follows the Employee Handbook, including the WBU Ten Touch Points training.
- Follows the best practices of the Person in Charge of the Customer experience.
- Demonstrates a positive, enthusiastic, and professional demeanor.
- Wears the logo name badge and logo apparel while working.

#### **Personnel Management**

- Demonstrates a positive, enthusiastic and professional demeanor.
- Assists with the training and coaching of staff.
- Assists in assigning duties for staff and ensuring compliance.
- Helps plan and attends store meetings as required.
- Completes any other duties as assigned.

#### **Merchandising**

- Reads and understands the Product Information Handbook. Successfully completes the Certified Birdfeeding Specialist Program.
- Understands and communicates the store's merchandise and target products to the customer.
- Assists store owners in maintaining adequate inventory levels.



- Orders specific merchandise as requested by store owners.
- Unloads seed and merchandise.
- Bags seed.
- Assists with inventory management in the POS including checking-in, receiving and committing seed and merchandise.
- Completes the changing of displays, signing and the restocking of seed and merchandise as needed.
- Assists with other duties as requested.

#### Marketing

- Understands the details of current promotions and events.
- Assists with displays, signing, staffing for upcoming promotions and events.
- Assists in public relations, community talks, and store communication.

#### Administrative Control

- Adheres to all store policies and procedures.
- Responsible for opening and closing the store and the accurate accounting of all cash, checks and charge receipts, bank deposits, club memberships and daily sales summaries.
- Completes accurate and legible paperwork.
- Assists with other duties as requested.

#### Loss Prevention

- Adheres to all store policies and procedures regarding personal and store security.
- Communicates security concerns to owner / manager.

#### Store Maintenance

- Maintains good housekeeping standards in front and back room ensuring a clean and well-presented store.
- Ensures staff adheres to store cleanliness standards.

#### Other

- Previous retail experience preferred.
- Ability to lift and carry 20 lb bags of seed for our customers on a regular basis.
- Ability to lift up to 50 lbs.
- Ability to be on your feet for the duration of the shift.
- Ability to direct and coach staff.
- Ability to work a minimum of 3 days per week including weekends. Flexibility to work additional days and hours as agreed.