

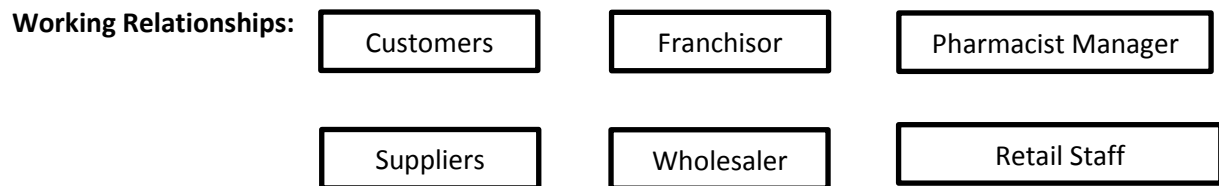
Job Description – Retail Manager

Title: Retail Manager

Reports to: Pharmacist Manager

Based at:

Date Created: December 2012



Job purpose:

The job purpose of Retail Manager's role is to manage the non-dispensary staff and to achieve the required OTC sales, determine the teams work allocation, manage the rosters and wages as a % of GP, to carry out sales activities and maintain store standards to the agreed standards. Delivering on these activities will maintain and develop sales for our business. All activities will comply with all legal, brand/banner, SOPS and professional requirements.

Key responsibilities and accountabilities:

1. Manage all shop floor staff to deliver the required level of customer service in accordance with our customer service standards.
2. Model excellence in customer service and refine the customer service standards as required.
3. Maintain and refine personal grooming standards document as required.
4. Model and comply with the documented personal grooming standards.
5. Maintain accurate and timely customer records as required.
6. Maintain existing staff policies, procedures or changes to existing staff policies.
7. Communicate policies and procedures to all relevant staff.
8. Manage the staff rosters to ensure adequate staff on hand at all times.
9. Manage the wages percentage of the business as directed.
10. Manage staff issues in conjunction with the Pharmacy Manager and the Business Owner.
11. Assist in staff recruitment, including selection using ProScan© in the final selection process.
12. Induct new staff.
13. Organise and conduct staff training including communication on new products.
14. Develop and maintain the store/ merchandising standards manual.
15. Model the requirements of store merchandising as described in the merchandising standards manual; includes stock management, cleaning, shelf/stock presentation and ticketing.
16. Model store standards by managing at least two sections personally.

17. Manage and use the Retail Ready Program© to drive store standards and maintain records of store execution performance.
 18. Each month, use the Retail Ready Program© website to maintain a record of performance of store standards.
 19. Coordinate the maintenance and implementation of Plan-o-grams to the required standard.
 20. Coordinate and implement Promotions accurately and in the required time frames.
 21. Ensure that Occupational Health and Safety requirements are adhered to.
 22. Coordinate accurate and timely maintenance of the Point Of Sale system; to include processing of all incoming invoices on the day of delivery and ensure balanced stock levels.
 23. Manage the working relationships with Suppliers/Vendors.
 24. Manage all buying parameters as set by the business.
 25. Maintain accurate and timely supplier/vendor records.
 26. Model and document the correct buying protocols.
 27. Model and develop the correct stock receiving protocols.
 28. Comply with Pharmacy Medicine Policy, Pharmacy Medicine Guidelines and Pharmacist Only Medicines procedures
 29. Maintain good working relationships with your Manager and staff.
 30. Comply with all aspects of the Standard Operating Procedures manual.
 31. Other work as directed by the Pharmacy Manager/Business Owner
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Key Performance Indicators:

- Store Sales \$: Improve total store sales \$ by at least the rate of inflation.
 - GP%: Maintain the store GP% agreed the Business Owner and Pharmacy Manager.
 - Wages %: Maintain service levels while at the same time managing the wages % for both Wages % and GMROL %.
 - Average sale \$: Each team member will have their Average Sales \$ recorded. Continuous improvement in this is sort. A minimum of \$14.00 for OTC products is required.
 - Average units sold: The benchmark requirement is for team members to have an average of 2.5 units (OTC) per transaction.
 - Store Standards: Retail Ready Program© requirements for the store must be completed for all sections of the store and recorded monthly on the website.
 - Customer Feedback: Manage all customer complaints and compliments effectively.
 - 360 Degree feedback: A survey will be undertaken that allows your staff and managers to record their view on your performance. A satisfactory outcome must be achieved.
 - On time performance: Getting to work and being at work within the required timeframes is a requirement.
 - Administration: All administration must be completed to the agreed standards and in the agreed timeframes.
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Skills, Knowledge and Attributes:

- Personality – your personality must be suitable for the role (see ProScan©)
 - Personal Situation – you need the ability to perform the role and be at work at agreed times
 - Specific Job Skills – experience in providing managing people, or ability to learn this skill and model the required behaviours. Experience or ability to learn delegation skills.
 - Computer Skills – competent in operation of the POS system, Microsoft Word, Microsoft Excel and SignIQ
 - Literacy and Numeracy – must have passed English and Math's to Grade 10 level
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Remuneration:

- Total Remuneration Package will be made up of the following:
 - Base Salary \$
 - Bonus if all KPI's met of \$ or %
 - Superannuation contribution of %
 - Leave entitlements
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Limits of authority

- You may not sell products or services below the established discount limits
- You just must follow the company's policies, procedures and ethos
- You cannot partake in any activities which would be deemed as a conflict of interest in your role with the pharmacy
- Must not participate in serious misconduct as this will lead to termination of employment.
- Where there is a dispute between yourself and a team member, customers or suppliers this is to be referred to the Pharmacy Manager at the earliest instance.
- Cannot dispose, sell or purchase any capital asset without approval of the Pharmacy Manager.
- Can commit the pharmacy to a promotion within the guidelines established by the business.
- Can commit to advertising within the approved guidelines.
- Can commit the business to product purchasing within the approved guidelines.
- Can hire or fire in line with the businesses policies and procedures and with the approval of the Pharmacy Manager.
- Can use ProScan© as part of the hiring process.