



Title: Retail Store Manager

Effective: April 1, 2017

Reports to: Vice President - Sales

Updated: February 2017

Location: Harbor Springs and Charlevoix Locations

Purpose: Oversee the general operations of the retail stores and dockage staff.

#### Responsibilities

- Provide exceptional customer service
- Hire, train, and manage store and dockage staff
- Assure adequate coverage for both store and dockage staff
- Research, update, and communicate product sources, which could increase volume and profitability of the sales operation
- Complete purchase orders, receive product, and properly price product for sale
- Assure products are transferred properly between locations
- Keep up-to-date on new products and services offered
- Maintain the store in a neat, orderly fashion; make replacements and improvements as necessary
- Make sure that all stock pricing is up-to-date and on the shelves in a timely fashion.
- Display and maintain all store fixtures and inventory in an attractive format
- Carry out the year-end inventory and any intermediate inventories required throughout the fiscal year
- If a price is requested then we must give a written quotation by which we will stand, never give verbal quotes or estimates.
- Communicate with Supervisor and Human Resources consistently regarding staff challenges, successes and needs
- Show initiative to assist where needed when business is slow
- Contribute to the overall success and appearance of the Marina
- Other duties as assigned

#### Qualifications and Requirements

- Have a love for boating and be able to get on/off boats in the water and on shore using ladders
- Present a professional appearance and have the ability to hold staff accountable to the same standard
- Demonstrated ability to communicate and interact positively with people
- Knowledge of marine accessories and supplies preferred
- Demonstrated ability to think creatively and embrace challenges in a positive manner
- Outgoing, self-motivated, and the ability to maintain a positive attitude and be pleasant
- Ability to work without supervision
- Ability to lift up to 25 pounds consistently and 50 pounds occasionally
- Work 40 hour work week with overtime necessary during busy periods
- Work weekends and holidays
- Valid Driver License and clean driving record

This job description is a guide for expected job duties and responsibilities and is not intended to limit individual initiative or contribution. All employees of Irish Boat Shop are expected to be contributing members of the team and to assist in any area where there is need. The Company reserves the right to make changes to this document at any time.

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_