

## Gagne and Son Concrete Block, LLC

<b>Job Title:</b>	Floating Store Manager	<b>Job Category:</b>	Sales
<b>Department/Group:</b>	Corporate	<b>Job Code/ Req#:</b>	
<b>Location:</b>		<b>Travel Required:</b>	Travel Required
<b>Salary:</b>		<b>Position Type:</b>	Full-Time
<b>Supervisor:</b>	Claude Cloutier	<b>Supervisor Email:</b>	

### Job Description

Floating Retail Store Manager - Full Time

#### Role and Responsibilities

- Contact, develop and maintain long lasting business relationships with new and existing Concrete Construction and General Contractors.
- Learn our catalog of resale and manufactured products.
- Work closely with Finance, Purchasing, and other Sales locations, to ensure timely billing, adequate inventory levels and accurate delivery.
- Ensure accurate inventory levels and be responsible for inventory counts.
- Develop the retail space to its fullest potential and create displays that draw customers.
- Process orders in our Point-of-Sale system.
- Accurately handle payments by Cash, Checks, Credit Cards and Charges to Customer Accounts who have credit terms.
- Control store overhead and operating costs.
- Maintain a professional image in self and work environment.
- Complete store operational requirements by scheduling and assigning employees; following up on work results.
- Maintain store staff job results by coaching, counseling, and disciplining employees; planning, monitoring and appraising job results.
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensure availability of merchandise and services by maintaining inventories.
- Protect employees and customers by providing a safe and clean store environment.
- Maintain the stability and reputation of the company by complying with legal requirements.
- Contribute to team effort by accomplishing related results as needed
- Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
- Manage all controllable costs to keep operations profitable

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- Manage stock levels and make key decisions about stock control
- Ensure standards for quality, customer service and health and safety are met
- Respond to customer complaints and comments
- Update colleagues on business performance, new initiatives and other pertinent issues
- Tour the sales floor regularly, talking to colleagues and customers to identify or resolve urgent issues

### Qualifications and Education Requirements

- An associate degree or equivalent plus 5 years of experience in a retail environment, preferably in construction trades.
- Excellent customer service skills.
- Excellent verbal and written communication skills, including the ability to negotiate with customers
- Organized with excellent time management, detail oriented and prioritization skills.
- Background in Masonry and Concrete construction industry is desirable.
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