

Assistant Store Manager Job Description

- Align with store managers to develop and implement strategies necessary for driving **Key performance Index (KPI)** to boost sales
- Motivate and address the needs of store personnel to ensure effective job performance
- Conduct the interviewing, hiring, and training of staff
- Carry out review of store activities to identify factors that limit work efficiency
- Set standards for customer service and monitor staff operations to ensure they adhere to set customer service policies
- Communicate with customers to identify their needs/preferences
- Maintain consistent attendance at workplace, ensuring regular punctuality
- Oversee the coaching and guidance of store employees to foster advancement in work operations
- Organize training programs for staff to facilitate improved job knowledge
- Analyze employee performance to identify candidates deserving job promotion/recognition
- Exercise a high level of work integrity, honesty, and various other virtues that reflect the core values of an establishment
- Maintain a warm disposition in attending to customers
- Listen to clients to identify needs and assist with the resolution of issues/complaints
- Monitor and maintain store inventory to ensure availability of stock
- Ensure the workplace is kept clean, safe, and orderly for reception of customers
- Conduct finance and stock audit of a store to ensure balanced records.