

Walgreens Store Manager Job Description

- Manage the operations of a Walgreen store
- Improve store image, sales, as well as profitability through the protection of store assets, the careful selection, training and development of the team members, and also through modeling and delivering of top-notch patient and customer experience
- Analyze and monitor the customer service provided by the members of the team; offer reminders, encouragement, and training, and develop action plans for improvement both in pharmacy and in retail
- Greet clinic patients and customers and offer assistance ON the products and services
- model and share best customer service practices with all team members in order to deliver a distinctive customer and patient experience, which includes interpersonal habits (like greeting and eye contact) and Walgreens service traits (like proactively offering help and identifying needs.)
- Resolve customer complaints and help respond to their special needs
- Supervise the operations of the store and pharmacy which includes opening, closing and changing shifts, delegation of tasks, and the scheduling of team members
- Supervise the control of the store money, which includes register counts, withdrawals made from bank, safe deposits, changing of orders and overseeing of all aspects of bookkeeping, including invoices, ledgers, time records, and cash reports
- Analyze inventory trends and also supervise inventory management, which includes the ordering of items, keeping stock, liquidating stock, and leveraging the company's resources to avoid overstock and outs
- Supervise receiving, stocking, returning, transferring, and pricing of merchandise

- Ensure the execution of the operational feedback of the District Manager
- Implement organization of the store through proper hiring, delegation, and placement, and the scheduling of work assignments
- Ensure that the store grounds are clean and presentable; to manage repairs and maintenance, and to respond to emergencies
- Manage the operations of the assigned location which includes strict compliance with all applicable laws and regulations, including but not limited to the sale of tobacco, alcohol, fresh food, and pharmacy products
- Ensure that the staff has working knowledge of all the computer and technology systems and software (e.g. StoreNet, registers, etc.) and ensure that all systems problems are responded to by contacting information technology support
- Comply with all the company procedures and policies while maintaining respectful relationships with coworkers
- Complete any special assignments or other tasks as assigned
- Assign daily operational responsibilities and set expectations for the assistant managers and members of the store team
- Analyze all financial and performance data and develop action plans in order to increase control costs and ultimately sales
- Review KPIs every day and prepare to discuss with the district management
- Review and analyze asset protection data and also develop and implement action plans to reduce losses
- Analyze pharmacy performance indicators and work together with the pharmacy manager to enhance pharmacy performance, while ensuring support during very busy periods, which includes serving as a pharmacy technician when necessary and when allowed by law
- Analyze performance indicators of the clinic and work in sync with the Clinic Coordinator or Manager to ensure maximum performance and support
- Identify sales opportunities so as to ensure the growth and performance of the store and pharmacy
- Manage the inventory levels through ordering, keeping and liquidating stock, anticipating seasonal changes and fast selling items

- Manage the performance of team members by assigning responsibilities, setting goals, observing their performances, providing feedback, and by giving recognition
- Manage the career progression of employees
- Monitor and ensure timely completion of all required training programs like pharmacy training programs, for all the team members within the store and provide coaching for all team members
- Make hiring, promotion, and firing decisions
- Address issues and discipline store team members when necessary
- Develop plans for employee and follow them up according to deadlines
- Monitor and approve of team member compensations
- Promote teamwork and motivate team members by setting expectations, monitoring results, and showing enthusiasm, and through vision sharing
- Ensure total compliance with all corporate policies and employment laws, and consistently treat all team members fairly
- Communicate regularly with the team members through one-on-one discussions, answering questions, group meetings, soliciting input, and through open communication between the management and non-management team members.