

# Store Location Manager



## **Position Specifics:**

**Reports to:** President

**Supervises:** Location Personnel, Parts, Service, Sales Leads, and Administrative Assistants

## **Purpose:**

Responsible for the achievement of the location business plan objectives and fulfilling the expectations of all stakeholders (owners, customers, and employees). Provides leadership in evaluating, allocating, and managing human, physical and financial resources for the location. Optimizes the profitable growth of the business, the personal growth of employees, and the satisfaction of customers.

## **Responsibilities:**

- Executes the business plan and achieves financial performance, including sales, budgets and cost control, according to established goals for a location(s)
- Develops and maintains a positive relationship with all existing and new customers and resolves any elevated customer issues
- Ensures that appropriate communication takes place within and across all departments at the store location(s) which may include leading regular department management staff meetings and all employee meetings
- Communicates the dealership values, principles, vision and mission within their location
- Communicates with other store managers and Corporate Managers to implement best practices and consistent processes for all departments within the organization
- Supports Corporate Managers in implementing changes in any department within the location
- Ensures the successful planning and execution of marketing activities and events
- Oversees maintenance, security, and a professional appearance of the facility and property for the location
- May represent the company for the sale of machinery, parts, and service to customers as needed
- Reviews payroll information and completes relevant forms & procedures
- Provides input to the hiring, development and coaching, evaluation, and effectiveness of the Department Leads and other employees within their store
- Manages on-going relationships with key John Deere personnel
- Executes and manages to the Company's Employee Handbook, Policies, and Procedures
- Other duties as assigned

## **Experience, Education, Skills and Knowledge:**

- 5+ years' experience in a retail environment
- 1+ additional years' experience as a parts or service manager or in a sales role preferred
- Familiar with John Deere and competitive products
- Experience dealing with elevated customer issues
- Ability to lead and motivate others
- Knowledge of financial metrics, marketing experience and a solid understanding of sales, parts and service operations
- Solid analytical, business planning, problem solving, and communication skills
- Bachelors degree in Agriculture, Business or equivalent experience required