

JOB DESCRIPTION



Employer Information

Organization Name: Five Star Cooperative

About Our Organization: Five Star Cooperative is an agricultural cooperative providing agricultural products and services to its member owners and customers in Northeast and North Central Iowa.

Job Description

Job Title: Country Store Manager

FLSA Status: Exempt

Reports To: CEO

Job Objective

This position is responsible for the management of all aspects of Five Star Cooperative's retail store and merchandising activities. Responsibilities include identifying customer needs, building relationships to drive customer loyalty, and achieving financial goals. This individual will be a resource for customers to come to for merchandise information. Responsible for supervising all employees of the country store to achieve the objectives needed. This individual is responsible for inventory control of all products/commodities for proper quantity and quality. Builds a store environment that effectively serves our customers and maintains a strong employee team.

This position will maintain a positive attitude that promotes teamwork within the agronomy department, as well as within the cooperative and always upholds a favorable image of Five Star Cooperative.

Qualifications

Education—High school diploma or equivalent; college education and/or work experience equivalent; department store management experience preferred, but not required.

Experience:

- Strong written and verbal communication skills necessary
- Computer skills required – Proficient in Microsoft Word and Excel
- Good customer service skills and approach necessary

License, Certificate or Registration: Valid Driver's License, with clean driving record

Basic Skills—Speaking, Writing, Reading Comprehension, Listening, Monitoring, Judgment and Decision Making, Time Management

Essential Tasks

- Attract, hire, develop, retain a strong retail team.
- Set clear goals and expectations for retail team.
- Maintain a safe and friendly environment for customers and employees.
- Executes store operational objectives by scheduling and assigning employees, assisting when needed.
- Manages all store personnel, including performance reviews, disciplinary action, training, coaching, and rewarding employees (within company guidelines).
- Communicates sales goals to team weekly.
- Markets products through all sales channels.
- Develops and markets new sales items weekly.
- Maintains good working relationships with customers and employees.
- Actively works to acquire new customers' business and maintain existing customer base.

JOB DESCRIPTION



- Works with other Five Star locations on their retail product needs.
- Promotes the co-op by maintaining a positive image and attitude; is always friendly, courteous, and helpful.
- Maintains a clean, neat, well maintained store appearance both inside and out.
- Maintenance and repair of all facilities, equipment, and vehicles. Assures operation of equipment is done safely and, in a manner, to assure equipment/vehicles is operated under ideal conditions (not recklessly).
- Exhibits integrity and professional attitude.
- Maintains professional and technical knowledge to serve customers and team.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances; and initiating corrective actions.
- Ensures availability of merchandise and services by approving contracts and maintaining inventories.
- Maintains control of all inventory products/commodities both in quantity and quality.
- Formulates pricing policies by reviewing merchandising activities; determines additional needed sales promotions, authorizes clearance sales, studies trends.
- Follows regulatory guidelines for all areas.
- Continually upgrades training by learning on the job, attending schools, seminars, and/or by reading product and industry information.
- Handles customer complaints smoothly.
 - Solves the problem as soon as possible, either personally, or through communication with supervisor.
 - Refers larger problems to supervisor.
- Promotes the co-op by maintaining a positive image and attitude.
 - Is always friendly, courteous, and helpful.
 - Maintains a clean, neat appearance (when possible).
- Enforces the co-op's credit policy.
 - Does not charge to cash customers.
 - Keeps all personal accounts current.
- Maintains open communication with CEO, CFO, COO, other departments, fellow employees, etc.
- Establishes personal performance goals and works towards those goals.
- Follows the co-op's safety policies.
- Abides and enforces policies set forth in the employee policy manual.
- Assists other departments when needed.
- Other duties as assigned.

JOB DESCRIPTION



Maintenance & Safety:

- Observe OSHA, state, and federal safety regulations
- Maintain clean and neat facilities
- Maintain housekeeping and sanitation standards
- Upholds Five Star's Safety regulations and procedures

Service and Skills:

- Excellent customer service required – Applicant must be neat and approachable
- Commitment to excellence and high standards
- Strong interpersonal skills; proficient in use of Microsoft Excel and Word
- Excellent telephone skills and ability to operate office equipment – Applicant must promptly and courteously answer the phone
- Requires making decisions that affect customers, other employees, Five Star's financial resources, and/or the image and reputation of the organization
- Ability to deal effectively with a diversity of individuals at all organizational levels
- Good judgement with the ability to make timely and sound decisions

Work Context for the Essential Functions of the Job:

- Versatility, flexibility, and willingness to work within constantly changing priorities with enthusiasm
- Ability to work independently and as a team player
- Requires face-to-face and telephone communication with individuals, customers, or teams daily
- Opportunities to make decisions without supervision
- Requires being exact or highly accurate
- Requires repeating the same physical or mental activities
- Requires meeting strict deadlines daily to ensure customer service
- Requires work with external customers or the public
- Responsible for work outcomes and results

Other Duties:

- Check with other departments to see if help is needed before going home
- Works as a team member and maintains a positive attitude that promotes teamwork within the cooperative
- Performs other duties as assigned by management – team members' duties may change according to the changing needs of the company
- Must be able to climb stairs, reach above, below, and at shoulder level

Work Conditions and Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job is performed indoors or outdoors in weather extremes of Northern Iowa. Exposure to dust from feed, grain, or fertilizer products.

JOB DESCRIPTION



Physical Abilities

- **Far Vision**—The ability to see details at a distance.
- **Near Vision**—The ability to see details at close range (within a few feet of the observer).
- **Reaction Time**—The ability to quickly respond (with the hand, finger, foot) to a signal (sound, light, picture) when it appears.
- **Static Strength**—The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Response Orientation**—The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- **Spatial Orientation**—The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Depth Perception**—The ability to judge which of several objects is closer or further away from you, or to judge the distance between you and an object.
- **Extent Flexibility**—The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- **Multilimb Coordination**—The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- **Manual Dexterity**—The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble or move objects
- **Climbing**—Ability to climb.

Function	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand (depending on day)				X
Sit (depending on day)				X
Use hands to finger, handle, feel, hold, grasp				X
Reach with hands and arms				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell			X	

Weight	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 lbs				X
Up to 25 lbs				X
Up to 60 lbs			X	
Up to 75 lbs		X		
More than 75 lbs		X		

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Disclaimer: This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties related to the successful performance of the job.

I, _____, as an employee of Five Star Cooperative, understand the duties and requirements set forth in this job description. The duties of this job description are not all inclusive. They describe the primary function of the job and are not to be considered a detailed description of every job duty. I understand that neither this job description, nor the signing of creates a binding employment contract and that my employer reserves the right to assign additional duties as necessary.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____