

Title: Assistant General Manager Job Description
Division: Retail
Reports To: General Manager
Prepared By: Operations
Last Revised: 4/1/2021

Assistant General Manager Job Description

Overview: The purpose of the AGM role is to provide supplementary support to the General Manager position. The AGM is expected to practice utmost professionalism at all times and to provide support to the sales staff and management team through personal development, coaching, and training in line with LOVA expectations and objectives.

Some of the essential duties and responsibilities include but are not limited to:

1. Customer Satisfaction

- a. Assists with leading a team of budtenders and hosts toward effective collaboration and attainment of excellent customer satisfaction.
- b. Ensure all customer service initiatives are in place.
- c. Assists with overseeing day-to-day operations to ensure compliance in all areas of customer service, store operations, and loss prevention.
- d. Resolve problems by providing creative and practical solutions.
- e. Evaluate performance using key metrics and address issues to improve.

2. Sales Growth and Profitability

- a. Responsible for understanding store metrics and reports
- b. Held accountable with General Manager for overall sales and location performance and achieving positive results
- c. Assists with driving sales and ATVs by encouraging in-house competitions, collaboration with Marketing department, and staff coaching through posting daily results and budtender performance
- d. Identify opportunities by staying on top of store trends and demands, analyzing existing assortment performance and communicating customer insights and feedback into the development process.
- e. Assists with establishing set standards and objectives based on store specific needs.
- f. Assists with establishing and maintaining efficient operating processes and procedures as laid out by General Manager and Retail Support Team
- g. Assists General Manager with pricing strategy and promotions in line with store demand, margin requirements, and business objectives.

3. Training/Leadership/Employee Management

- a. Assists with managing employees, including hiring and developing, training, planning, assigning and directing work, appraising performance, scheduling, rewarding and disciplining, addressing complaints and resolving employee issues.
- b. Train, challenge, motivate, encourage, and provide constructive guidance to team members
- c. Assists with establishing and implementing initial and ongoing onboarding procedure and position specific training for employees to ensure an adequate level of understanding regarding guidelines, policies, procedures and compliance, and company goals.
- d. Assists with posting daily results and goals to Slack
- e. Provide effective leadership to employees to ensure a complete understanding of and alignment to the LOVA's vision, mission and values to maintain a positive work environment and a high level of morale.

4. Compliance and Safety

- a. Adhere to and promote a culture of compliance.
 - i. Has a firm understanding of cannabis compliance and regulation and how it applies to daily operations
- b. Ensure that workflow, employee incidents, disciplinary action, and performance reviews are all documented appropriately
- c. Ensure compliance with the Company's policies and operational guidelines.
- d. Monitor the activities of employees, customers, and patients to ensure a safe and secure work environment.
- e. Ensure compliance with all local, state and federal regulations.

5. Inventory Management

- a. Assists with location's general inventory purchasing, purchasing to budget provided by GM and completion of Inventory Purchasing Spreadsheet
- b. Accountable for ensuring inventory is maintained, out of stocks reduced, and price/cost/expiration is entered correctly
- c. Accountable for accurate use of Point of Sale, inventory management systems, state compliance/ METRC, etc.
- d. Oversee cycle counts, wall-to-wall inventories, receiving, adjustments/reconciliation, adequate floor stocking, and back room management to assure inventory integrity.
- e. Accountable for proper logging, waste, and destruction of all products per state/METRC guidelines.
- f. Ensures daily sales are uploaded to METRC and logs any issues on METRC Error Report Log.

6. Budgeting and Reporting

- a. Assists GM with providing timely feedback on month end reports and feedback on actual vs. budgeted performance.
- b. Assists GM with performing to targeted financial goals; sales, gross profits, expense management, labor, and profitability as well as expected sales goal performance for selected SKUs.

7. Human Resources

- a. Ensure adherence to company handbook, new-hire onboarding, and MED requirements, etc.
- b. Efficiently communicates all employee information/disciplinary action/incidents up to appropriate channels
 - i. Logs all documentation in appropriate locations (G Drive)
- c. Assists with conducting and organizing interviews ensuring technical aptitude and cultural fit.

8. Cash Management

- a. Assure adherence to cash management systems and protocols to eliminate cash shrinkage and theft.
- b. Assure adherence to all store opening & closing counts and procedures.
- c. Coordinates and responsible for counting daily deposits and reconciling change bank
- d. Assists with placing change orders and pickups via Blueline

Salary: \$45,000.00 - \$52,000.00 per

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