



# Position Description

## Four Seasons Market/Bay Mart

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<b>POSITION:</b>	<b>Retail Manager</b>	<b>LICENSED:</b>	No
<b>DEPARTMENT:</b>	Retail Department	<b>GRADE:</b>	14
<b>REPORTS TO:</b>	BMBH General Manager	<b>STATUS:</b>	Exempt

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### **POSITION SUMMARY:**

Under the general direction of the Bay Mills Business Holding General Manger, the Retail Manager is responsible for managing Bay Mart and Four Seasons Market & Deli, which includes overseeing sales, inventory, and costs. The supervision of all Retail employees and for attainment of agreed upon margin and profit goals. Provides individual assignments by indicating generally what is to be done, limitations, quality expected, and priority of assignments.

### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service, while being prompt and professional.
2. Manages all functions of the Retail Department, including the selection, pricing and placement of product; hours of operation; interviewing, selection and training of staff; maintain pumps and fuel supply; and finding ways to minimize production costs without compromising quality.
3. Provides direction, leadership and support for employees while planning and preparing work schedules and assigning the employees specific duties. Assumes responsibility for scheduling proper staffing levels.
4. Formulates pricing policies on merchandise to assure a profit for retail operations.
5. Coordinates sales promotion activities or directing the preparation of merchandise displays and advertising copy. Develops written procedures for all aspects of the Retail Department.
6. Supervises employees engaged in sales work, taking in inventories, reconciling cash with sales receipts, keeping operating records, or preparing daily record of transactions for accountant.
7. Prepares daily deposit and reconciles previous day's paperwork.
8. Orders merchandise, prepares requisitions to replenish merchandise on hand and processes invoices for payment.
9. Trains employees to ensure compliance with established security, sales, and record keeping procedures and practices.
10. Assumes the responsibility for setting and communicating performance and conduct standards for all employees.
11. Performs probationary and annual performance evaluations for employees, outlining all goals and standards for each employee.
12. Prepares and reviews all employee's timekeeper for accuracy, ensuring that all hours are paid properly.
13. Ensures excellent customer service and addresses customer complaints.
14. Ensures all equipment is in good and safe working condition.

15. Responsible for meeting with vendors and sales people and maintaining the professionalism of the department.
16. Assures responsibility for producing departmental budgets and forecasting revenues.
17. Maintains open communication with staff, customers and management.
18. Performs monthly inspections on underground storage tank system and dispenser.
19. Must attend all mandatory trainings designated by the Human Resources Department and/or General Manager, including ServSafe and TIPS.
20. Other duties may be assigned within the scope and complexity of this position's essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to sit with occasional walking and standing. Occasionally the employee must bend, squat, climb, crouch, kneel, and push/pull. The employee must occasionally lift and/or move up to 100 pounds while frequently lifting and/or moving up to 25 pounds. The employee is regularly exposed to dust and cold when working in the freezer and coolers.

**POSITION REQUIREMENTS:**

1. Must have a Bachelor's Degree in Business, Retail Management or related fields.
2. Must have five years of Retail Management experience.
3. Must have two to four years gas station experience.
4. Must have four years of deli experience, including two of those years in a supervisory role.
5. Must have a Michigan UST Class A and Class B Operator Certification and maintain throughout employment.
6. Must have a thorough understanding of finances, item pricing, ordering, receiving, scheduling, maintaining inventories, maintaining the property, and state retail reporting requirements.
7. Must have a thorough knowledge of Federal and State laws pertaining to fuel storage and sale, liquor sales, tobacco sales, and sales tax.
8. Must have general knowledge of computers.
9. Excellent communication skills required.
10. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
11. Must have an excellent past work history and attendance record as demonstrated through references.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** February 1, 2022 (4:30pm)

**APPLY TO:** Send Resume and Application to:

Erin Forrester; HR Generalist  
Bay Mills Human Resources Department  
12124 W. Lakeshore Drive  
Brimley, MI 49715  
(906) 248-8526

[eforrester@baymills.org](mailto:eforrester@baymills.org)

Subject: Retail Manager

**\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\***