

Work Processes Schedule

MANAGER, RETAIL STORE (RETAIL TRADE)

RAPIDS: 0578N

O*NET/SOC: 41-1011.00

REVISION DATE: 03/2015

Manage and operate retail and service facilities. Procure store stocks. Monitor stock levels and usage. Account for sales and expenditures. Keep inventory records and generate financial returns. Handle cash sales and collections. Prepare work schedules. Coordinate warehouse activities. Manage store security and safety. Develop product displays.

Applicable Ratings/MOS

USMC MOS 3043, 4133, 6672

USCG SK

USN CS, LS, SH

Related Instruction

Any trade related schools/courses totaling 432 hours. SH, LS - 'A' school qualifies. CS - must be E4 and above and have completed CS 'A' school.

Additional Requirement

CS - must be E4 and above and have completed CS 'A' school.

Total Hours: **6000**

Skill	Description	Hours
A	<p>ACCOUNTS AND CUSTOMER RELATIONS</p> <p>Understand accounts receivable and accounts payable. Understand refund and return procedures. Understand use of phone systems. Check and balance cash drawers. Practice good customer relations procedures and problems. Be familiar with and service all store departments.</p>	700
B	<p>MAKE WORK SCHEDULES</p> <p>Calculate dollar payroll to payroll budget. Budget payroll on daily, weekly, monthly, and yearly basis. Reschedule of absent employees.</p>	450
C	<p>PREPARE OPENING AND CLOSING WORK SCHEDULES</p> <p>Prepare shift rotation schedules, time cards, time reports, input time and attendance reports into computers. Prepare emergency planning procedures. Prepare employee evaluations. Pre-plan individual workload items. Understand employee manual policies.</p>	600
D	<p>GENERAL STORE SECURITY</p> <p>Understand and practice back door and store security procedures. Practice preventive shoplifting methods and shoplifting prosecution policies. Practice internal theft and employee pilferage preventive and detection methods. Practice opening and closing security procedures. Practice proper procedures in emergency power outage black outs.</p>	350
	<p>FLOOR COVERAGE SECURITY</p>	

E	<p>Insure proper floor coverage in accordance with current directives. Insure work schedules provide for adequate floor coverage. Understand and implement store safety procedures. Supervise front of store and cash and wrap operations.</p>	300
F	<p>LOADING AND UNLOADING SECURITY</p> <p>Insure proper cover when unloading and receiving shipments. Check internal breakage. Check item count. Check item errors. Schedule truck arrivals. Sign for receipt of deliveries. Separate shipment by department. Be familiar with all types of receiving documentation and invoices. Practice proper safety methods of lifting and moving.</p>	450
G	<p>INVOICE PROCEDURES</p> <p>Check invoice price verification. Use case cutting procedures. Identify all types of products. Enter detail pricing and costs.</p>	600
H	<p>USE ELECTRONIC ORDERING SYSTEMS</p> <p>Order seasonal products. Order daily product needs. Learn UPC coding system. Submit orders to warehouse or ordering department for processing. Check computer printouts and evaluate stocks on hand and rate of sales to determine quantities needed.</p>	550
I	<p>CASHIER OPERATIONS, SUPERVISION, AND COORDINATION</p> <p>Train on electronic registers, scanning, and UPC equipment. Instruct on meeting scans per minute production requirements. Supervise checker hourly schedules and break times. Schedule baggers and carry-out to meet budget limitations. Know and understand cash transfers and loans to checkers. Conduct proper cash check-out money counting and deposit of moneys procedures.</p>	400
J	<p>HOUSEKEEPING AND SANITATION</p> <p>Insure floor and shelf cleaning standards are met. Insure display and cooler cases are properly cleaned. Understand all state and national sanitation codes. Schedule and supervise cleaning and sanitation crews.</p>	300
K	<p>DISPLAYS AND DECORATIONS</p> <p>Set up seasonal displays. Use point of sale material effectively. Use of and making of signs. Project profitability of displays. Use proper ad format and prepare promotional materials.</p>	400
L	<p>PRODUCT CARE AND SUPERVISION</p> <p>Perform basics of life-cycle management for material which is subject to inspection/test/restoration or disposal action. This includes shelf-life, perishable and/or refrigerated products. Ensure products are stowed appropriately at close of business. Understand and use code dating.</p>	900

