

GENERAL MANAGER (GM)

Basic Duties:

- Direct Management of the store
- Asset management
- Customer growth and maintenance
- Revenue production
- Personnel development
- Inventory control
- Customer service program

Reporting:

- Reports directly to the Regional Staff

Supervises:

- All store associates

Primary Responsibilities:

- Acquisition and maintenance of customers
- Recruiting, hiring, training, and staffing the store to ensure efficient operations
- Close all agreements
- Follow up with customers as needed
- Personally responsible for all renewal activity
- Facilitate and reconcile inventory weekly
- Personally authorize all returns
- Safeguard all company assets
- Ensure accurate and timely bank deposits
- Maintain company vehicles within safe operating standards
- Train and develop store associates
- Achieve planned growth and profit goals
- Ensure execution of all customer service programs, company guidelines and policies
- Provide a safe, clean environment for customers and associates
- Ensure adequate availability of merchandise at all times
- Accurately report financial measures and transactions
- Plan and organize to meet or exceed forecasted financial goals
- Ensure published hours of store operations are met
- Ensure all returned merchandise is properly certified, reclassified, and priced.
- Other tasks assigned by Regional Management

Requirements of Position:

- Strong leadership skills
- Good communication and interpersonal skills
- Professional appearance
- High level of energy
- Demonstrates selling skills
- Effective organizational skills
- Proven managerial skills

Pre-Employment:

- Successful reference checks and verification
- Must have a valid driver's license
- Must be able to pass a drug screen
- Must be able to pass a criminal and driving background investigation