



Co Manager Trainee w/ Speedway

Location: Detroit, MI (711 E Jefferson Store# 8735)

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Job Description

Position Summary:

Serves as a trainee for a specific duration with the intention to prepare for service as a Co-Manager; learns essential aspects of the Co-Manager job and demonstrates successful completion prior to being promoted; learns how to serve as the leader and to oversee the retail operation of a specific store, in conjunction with the General Manager; and learns how to help ensure that the store operates efficiently and in compliance with applicable Federal, State and local laws and Company policies.

Position Responsibilities: (The following are to be learned and practiced during the training period)

- Provides customer service leadership/direction, in conjunction with the General Manager, for entire store and team of employees working in that location
- Monitors store activities to ensure that transactions are taking place in the proper manner, in order to provide maximum customer service
- Demonstrates customer service as a priority; handles escalated customer concerns and emergencies in absence of the General Manager. Seeks appropriate resolution for the situation while observing Company guidelines and ensuring customer satisfaction
- Trains, schedules and coaches employees to ensure store positions are staffed to appropriately handle Customer Service needs
- Ensures customer service is a priority by scheduling staff consistent with customer activity • Adheres to and trains employees on Local, State and Federal regulations and ensures the sale of age restricted products are prohibited to individuals under the minimum age requirement
- Conducts area pricing surveys, at the request of the General Manager, reports the results and adjusts sales prices as directed
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Ensures that all necessary store reports and paperwork are completed accurately and in a timely fashion
- Completes other duties as assigned by management

Requirements

Education Requirements:

- High School Diploma or equivalent

Experience Requirements:

- Previous supervisory experience preferred
- Retail experience a plus
- Completion of required training program

Skill Requirements:

- Experience with Word, Excel, and other MS Office suite applications
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of intra-department functions, store operations and corporate business plans
- Knowledge of retail business management practices
- Knowledge of all types of store transactions and related programs
- Knowledge of ways to handle customer and employee injuries, incidents and accidents
- Ability to perform repeated bending, standing, and reaching
- Ability to occasionally lift up to 50 pounds

Additional Requirements:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment which includes weekends, evenings and other high activity periods
- Must have a valid Driver's License from the state in which Manager resides
- Must maintain automotive liability insurance during course of employment
- Must use personal vehicle to conduct area pricing surveys

Preferred Managerial Attributes:

- Exhibits strong leadership qualities and a desire to succeed
- Serves as coach to employees by modeling appropriate workplace behavior
- Interacts positively with employees by seeking input and providing appropriate feedback
- Seeks opportunities for employees to develop skills
- Identifies and attracts outgoing, customer focused individuals to build a customer driven workforce
- Understands, actively demonstrates and promotes the principles of the customer service initiatives
- Creates excitement around Company initiatives in order to drive sales goals
- Empowers employees to make non-personnel related decisions in absence of immediate Manager
- Fosters a work environment where good performance is recognized and rewarded
- Demonstrates the required competencies needed to become a General Manager, and is willing and available to be promoted to any available location in the market area

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