

CITY OF LINDSTROM -----POSITION CLASSIFICATION

POSITION TITLE: Off-Sale Liquor Store Manager

DEPARTMENT: Municipal Off-Sale Liquor Store

ACCOUNTABLE TO: City Administrator

Primary Objective of Position

General Statement: The Off-Sale Liquor Store manager is responsible for the day to day operations of the “for profit” Off-Sale Municipal Liquor Operation (Lindstrom Liquors). Under the limited supervision of the City Administrator, the manager is responsible to coordinate and supervise the operation of the off-sale liquor store in a manner which results in good customer service, sound business practices and expected profit.

Major Areas of Responsibility/Accountability

Organization & Procedures

Prepares and updates the Business Plan

Manages and supervises assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress and directs changes as needed.

Meets sales representatives and makes decisions regarding new products, supplies and vendor selection; makes decisions on pricing of merchandise.

Purchases Liquor Store products through selected vendors in the most cost effective manner; unloads and checks all merchandise received.

Responsible for helping assure the safety and safety awareness of the employees under his/her supervision

Oversees routine maintenance work and general appearance upkeep of the facility

Prepares and updates the long-range maintenance and replacement schedule for equipment and facilities and obtains repair or replacement quotes as necessary.

Accounting

Prepares and manages the annual operating budget.

Oversees and directs the maintenance of data needed for accurate accounting and other operating records.

Records and balances daily receipts and disbursements.

Checks invoices to catch and correct any errors submits daily cash and sales records

Checks time cards for accuracy

Assures cash register balances at the end of each shift.

Implements controls to eliminate employee theft

Keeps appropriate financial records for the Off-Sale Operation.

Oversees collection of bad checks (NSF, Account Closed, etc).

Supervision

Exercises Supervision over all Liquor Store employees

Within established City personnel policies and procedures, participates in the selection process of new departmental employees and recommends hiring of selected individuals.

Evaluates personnel to determine needed training and oversees such training.

Establishes and maintains discipline within the staff and establishes a work climate that effectively motivates employees to perform to the best of their abilities.

Conducts employee performance review as per personnel policy and recommends salary adjustments, promotions, discipline or terminations based on work performance.

Demonstrates by example, the desired standard of conduct, performance and work ethic for the balance of the staff.

Encourages input from personnel to help improve the operation of the Liquor Store.

Clearly communicates city and liquor store policies so each employee will have a clear understanding of such policies and the reasons for them.

Special Duties/Projects

Promptly informs City Administrator of any and all matters of major importance related to the operation of the Off-Sale Liquor operation. Recommends actions with respect to such matters.

Participates in the selling, stocking and customer service at the Off-Sale Liquor Store.

Attends City Council meetings as requested.

Performs other duties and assumes other responsibilities as become apparent or as delegated.

Education and Experience

Five (5) years related work experience, preferably in the operations of a municipal liquor store or retail sales business; and a minimum of one (1) year of supervisory experience.

Experience in sales and marketing, accounting, office management, inventory control, supervision and computing required.

Prefer an A.A., A.S. two-year technical certificate or bachelor's degree in marketing, sales or accounting or a closely related field

Must be bonded or eligible to be bonded

Knowledge, Skills and Abilities

Working knowledge of the applicable Federal, State and local laws and ordinances regarding the sale of liquor.

Ability to express oneself, clearly and concisely, both orally and in writing with tact, diplomacy and good judgment.

Ability to manage and motivate both employees and patrons.

Skill in withholding service to an intoxicated person.

Ability to use a cash register and scanner, adding machine, typewriter, credit card machine, security system, computer and software.

Ability to keep up-to-date on new laws and developments affecting liquor industry.

Ability to direct the work of others.

Ability to distinguish valid IDs from fake ones.

Ability to plan, prioritize, and organize.

Ability to establish and maintain effective working relationships with mayor and council members, staff, and other city employees.

Ability to effectively market and advertise merchandise.

Ability to lift, move, and carry cases of liquor that weigh up to 50 pounds and with assistance, kegs of beer that weigh up to 100 pounds.

Expectations

In order to provide a clear understanding of what is expected performance in the Manager position the City of Lindstrom provides these guidelines to measure a good job.

Proper staffing levels-during high customer traffic times there is enough staff to adequately serve customers and during low traffic times there are fewer staff.

Proper stocking-the store doesn't run out of things and there is a system of replacement

Cleanliness-there is a general tidiness and staffers clean up behind themselves when they have time. The store is thoroughly cleaned once a year.

Profit-the store should operate to allow the City to transfer an approved level of profits each year to the general fund and have a reserve fund to cover replacement of major equipment.

Staff-staff should be well-trained and personable. The staff and manager should know their jobs and like doing the job. Staff should be treated with respect and receive some training on an annual basis. The manager and staff should have good attitudes and dress well. No whining or complaining.

Growth and improvements-there should be continued growth measured in profits, knowledge of the job, or improved facilities. Risk taking through trying new things to increase customers or goods and services is expected.

Clerking-at least some of the manager's time should be clerking and developing rapport with the customers and staff.

Accounting and Supervision-no more than 50% of the manager's time should be spent with the accounting and supervision of the store.

Compliance Inspections-The store should never fail a compliance inspection. A compliance inspection is performed once or twice a year to determine if the store is carding properly to ensure minors are not being served alcohol or tobacco.

Staffing-If an employee does not show up to work the Manager must be available to work or find an employee to cover the absent employees schedule.

Facility-The facility should look appealing from the outside. Weeds should be pulled, shrubs cut, cigarette butts removed and all exterior equipment kept in good condition.

Business Plan-the Manager shall develop a business plan and update it annually. The business plan shall outline the goals and objectives the manager would like to achieve in the coming year.