Stock Manager (supermarket)

Job Description:

A Supermarket Stock Manager maintains inventories of products and supplies for retailers, wholesalers and manufacturers. Individuals working as stock managers possess significant job experience and some education or training in management or business administration. Employment as a stock manager can usually be found with manufacturers, grocery stores and retail chains. A stock manager can be responsible for managing storage warehouses or delivering products to retail stores. Occasionally, stock managers may be in charge of purchasing products, though the selection of inventory items is generally left to other executive-level positions. In grocery stores and certain retail operations, stock managers lead efforts to refill store shelves and product displays.

Job Responsibilities:

* Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers
* Develop a schedule of holiday activities and promotions throughout the year strategically designed to bring in more revenue
* Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
* Work with vendors and manufacturers to bring in effective marketing displays for the sales floor and store windows
* Manage all controllable costs to keep operations profitable
* Developing store strategies to raise customers’ pool, expand store traffic and optimize profitability
* Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
* Ensuring high levels of customers satisfaction through excellent service
* Complete store administration and ensure compliance with policies and procedures
* Maintain outstanding store condition and visual merchandising standards
* Report on buying trends, customer needs, profits etc
* Conduct personnel performance appraisals to assess training needs and build career paths
* Deal with all issues that arise from staff or customers (complaints, grievances etc)
* Be an example of well behavior and high performance
* Deliver excellent service to ensure high levels of customer satisfaction.
* Motivate the sales team to meet sales objectives by training and mentoring staff.
* Create business strategies to attract new customers, expand store traffic, and enhance profitability.
* Hire, train, and oversee new staff.
* Respond to customer complaints and concerns in a professional manner.
* Ensure store compliance with health and safety regulations.
* Develop and arrange promotional material and in-store displays.
* Prepare detailed reports on buying trends, customer requirements, and profits.
* Undertake store administration duties such as managing store budgets and updating financial records.
* Monitor inventory levels and order new items.
* Coordinate activities of store employees
* Devise ways to optimize inventory control procedures
* Inspect the levels of business supplies and raw material to identify shortages
* Ensure product stock is adequate for all distribution channels and can cover direct demand from customers
* Record daily deliveries and shipments to reconcile inventory
* Use software to monitor demand and document characteristics of inventory
* Place orders to replenish stock avoiding insufficiencies or excessive surplus
* Analyze data to anticipate future needs
* Evaluate suppliers to achieve cost-effective deals and maintain trust relationships
* Collaborate with warehouse employees and other staff to ensure business goals are met
* Report to upper management on stock levels and other issues

Job Qualifications:

* Associates in business administration, management, or related field required
* Bachelors in business administration, management, or related field preferred
* Experience as a supermarket stock manager

Opportunities as a supermarket stock manager are available for applicants without experience in which more than one supermarket stock manager is needed in an area such that an experienced supermarket stock manager will be present to mentor.

Job Skills Required:

* Knowledge of modern management techniques and best practices
* Ability to meet sales targets and production goals
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Good communication skills
* Team Player
* Computer database and productivity software skills required
* Proven history of successfully training employees in a variety of departments
* Strong understanding of sales and customer service techniques
* Demonstrated ability to maintain and work within a budget