

Sanitation Associate

Muskegon

If you are looking for a rewarding challenge and would like to grow your personal and professional skills in a team centered environment, then please consider applying.

Responsibilities:

The Store Manager is charged with the responsibility for developing and maintaining a competent and professional team of workers to coordinate and control the Company's assets. These assets include all tangible resources such as facilities, equipment, merchandise, and products. In addition, WESCO's intangible assets also require constant direction and evaluation. These are the building of good will and the effective use of opportunities to influence customer attitudes in a positive manner by complying with the WESCO Way standards (QPPAS).

The Store Manager is required to follow the policies and procedures provided by the Company through printed materials and direct supervision.

Qualifications:

The position is filled by Management's selection of qualified individuals. Candidates must have attended WESCO's Leadership Academy or have proven equivalent qualifications through internal or external work experience.

Duties Performed:

1. Continually measures the quality of the store's work climate, employee/customer relations and sales techniques, and assures that it is consistent with the WESCO Way (QPPAS) standards.
 - a. Assures that Associates understand that service to customers is always a priority in all their work activities.
 - b. Develops and maintains a positive attitude and team effort among all Associates. Sets an example of being a positive contributor to the team.
 - c. Resolves issues, which may impair Associate morale in a timely manner or seeks Management assistance.
 - d. Inspects products for freshness, flavor, and consistency (when and where applicable).
 - e. Directs Associates on the proper maintenance of the store, so that the store's appearance is pleasing to customers.
 - f. Keeps the store professionally merchandised and is diligent in checking store signage for appearance, accuracy, and timeliness.

2. Directs and coordinates Store Associates, either directly or through Assistants in charge, utilizing effective management skills.

a. Schedules Associates to meet the store's business requirements (while considering Nac's budgeter).

b. Prepares and communicates, daily and weekly, job duties to Associates according to position and individual qualifications.

c. Determines when situations require management approval and/ or authority and acts upon these situations in a timely manner.

d. Continually reviews schedules to determine whether Associate time utilization can be improved.

e. Adjusts work procedures to meet customer and store priorities.

f. Delegates tasks and follows through to make sure they were completed.

3. Utilizes WESCO's management systems and procedures as directed to assure complete control and accuracy in all store activities.

a. Assures that all Associates who assist in recording information and ordering store products understand the importance of accuracy. Uses build-to levels and maintains a reasonable inventory turn.

b. Keeps familiar with all aspects of cash register operations.

c. Has a thorough knowledge of the daily paperwork, understands price book and scanning.

d. Performs daily/weekly activities in a timely manner: i.e., Banking, filling the ATM, payroll, cash audits...

e. Maintains a thorough knowledge of all pertinent information or knows where to find the answers. I.e., Company Guidelines, Associate Benefits, who to call in an emergency...

f. Can use financial statements and reports to gather information.

g. Effectively uses logbooks, e-mail, the voice mail system, Word, and Excel to communicate within the company.

4. Always maintains the security of the store, either personally or through the qualified associate in charge.

a. Observes associate work habits, particularly when operating the cash register, to determine whether security practices are being observed.

b. Follows WESCO's vendor check-in procedures and advises vendors of their need to comply with these when necessary.

c. Advises associates of situations, which require correction to improve security conditions. This includes safety issues.

d. Performs regular cash audits and counsels associates when not performing within guidelines.

e. Handles crisis situations.

5. Continually evaluates the cleanliness of all areas of the store, including the customer area, cooler, freezer, aisles, shelves, dispensing, food preparation, deli (where applicable) and outside, checking for litter, orders, and any other unusual conditions.

a. Controls daily and non-daily cleaning tasks through Associate assign checklists.

b. Continually observes Associate performance and results to assure compliance with WESCO's cleaning standards.

6. Performs the required human resource management activities in accordance with WESCO's policies and procedures:

a. Recruits, screens, and hires associates, following accepted and non-discriminatory methods.

b. Follows the WESCO hiring process.

c. Assures that new associates understand the Company's expectations of them regarding work rules, schedules and personal appearance.

d. Advises new associates of training programs and the required achievement schedule. Making sure they complete Sales Associate Level I, Traditions, and World Class Service in a timely manner.

e. Welcomes all new associates properly through introductions and scheduling time for orientation activities (uses the WESCO welcome process).

f. Schedules and participates in training activities for associates.

g. Follows disciplinary procedures and is assertive in confronting associates with performance problems in a timely manner. Uses appropriate forms when necessary.

h. Evaluates the performance of associates formally and informally on a regular basis. (Turns in Associate Performance Appraisals in a timely manner)

i. Uses effective communications skills and communicates to associates regularly through meetings, bulletin boards and individual counseling.

j. Conducts monthly JP&R sessions with each associate or oversees its process when delegated to assistants.

k. Is the leader of the store team and offers praise, recognition, and constructive criticism on a regular basis.

7. Performs other duties as assigned or directed by the Regional Supervisor.

Competency Attainment: The Store Manager is required to make an immediate contribution to the position.

Supervision Received and Given: The Store Manager is supervised by the assigned Regional Supervisor and directs the Store Associates. (The marketing and Deli Managers serve as specialists in their respective functions by advising the Store Manager and coordinating their activities, as authorized by the Chief Operating Officers)

Hazards: The Store Manager is exposed to all internal and external store hazards, including wet floors, cleaning agents, and to gas spills. In addition, there is exposure to temperature changes in the freezer and cooler areas.