

**Kwahn Corporation**

P.O. Box 1087

Burney, CA 96013



[www.KwahnCorporation.com](http://www.KwahnCorporation.com)

Phone: 1(530)335-2244

Fax: 1(530)852-3957

---

Ajumawi • Aporige • Astariwi • Atsugewi • Atwamsini • Hammawi • Hewisedawi • Illmawi • Itsatawi • Kosealekte • Madesi

---

Jerrilyn Spencer  
Chairperson

Sophia Villarruel  
Secretary/Treasurer

Angela Wilson  
Board Member

Benito Gomez  
Vice-Chairperson

Michael Avelar  
Board Member

---

**Position Title:** Assistant Store Manager

**Department:** Chimney Rock Travel Center

Pit River Mini Mart

**Reports To:** Store Manager

**Status:** Full Time

**Pay:** Salary Grade 6, Range \$25.57 - \$33.25 Hourly

---

**SUMMARY:** Assists the Store Manager in daily store operations, contributing to the achievement of sales and customer service objectives. Supports the implementation of programs and procedures that ensure a positive customer experience and efficient store operations.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Provides day-to-day support to the Store Manager regarding operational issues, including staffing, scheduling, receiving, safety, housekeeping, and cashier functions.
2. Identifies strategic and operational issues and coordinates with the Store Manager. Assists the Store Manager in the development of effective programs and systems to maximize performance.
3. Helps maintain consistent performance standards for all employee and assists in ensuring adherence to standards, policies.
4. Assists the Store Manager in employee development and training, and provides guidance and support to team members.
5. Assists in ensuring personnel actions are consistent, fair, and adhere to established policies and applicable regulations.
6. Assists in planning and preparing work schedules and assigning employees to specific duties as directed by the Store Manager.
7. Supports the development and execution of programs and practices that prioritize customer satisfaction. Leads by example in providing excellent customer service.
8. Assists in maintaining store facilities in excellent condition.
9. Assists in stocking and merchandising, including maximizing the capacity of selling fixtures and maintaining visual presentation.
10. Assists in implementing programs to protect company assets from loss due to internal and external factors. Practices sound security measures while handling money, records, and equipment.

11. Assists in entry of invoices into the appropriate system.
12. Maintains good communication with the Store Manager, co-workers, and customers, and contributes to a positive and professional work environment.
13. Other fiscal duties as assigned by supervisor.

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. High school diploma or GED; college degree preferred and five years management experience in customer service, operations or sales; or equivalent combination of education and experience.
2. Ability to hire, provide direction to and develop internal personnel; identify strategic issues and develop short / long range plans; provide direction to and manage personnel; and develop effective programs / systems to maximize performance.
3. Strong written, oral, and interpersonal communication skills.
4. Knowledge of point of sales software, cash register operations, sales methods and techniques.
5. Must be proficient in operating computer systems, software and office equipment.
6. Knowledge of all the products / items in the store.
7. Ability to lead, train and establish a high level of customer service within the store.
8. Ability to provide corrective feedback to staff including but not limited to disciplinary action and/or termination of employment.
9. Excellent spelling, grammar, and reading comprehension.
10. Must be customer service oriented and be professional in appearance and manner.
11. Organizational skills and ability to maintain accurate records and filing systems.
12. Ability to maintain strict confidentiality of records and information.
13. Ability to cross train within department.
14. Must be able to successfully pass a background investigation.
15. Must be willing to submit to and pass a pre-employment drug test.

### **Physical Demands:**

While performing the duties of this job, the employee will be required to meet the following physical requirements:

1. Required to stand and walk for an entire shift.
2. To occasionally lift and/or carry up to 30 pounds from ground to over-head up to 30 minutes of each work-day (i.e., assisting in stocking / maintaining inventory levels)
3. To occasionally push and pull with arms up to a force of 20 pounds.
4. Ability to occasionally kneel or bend at waist, grasp, reach, and manipulate objects with hands.
5. Ability to occasionally climb a ladder to store or retrieve materials and/or place or remove signs.

**Indian Preference:** Preference will be given to qualified Native Americans under the Federal Indian Preference Act (43 CFR 17.3 (d)). Applicants claiming Indian Preference must submit verification of Indian certification by tribe or affiliation or other acceptable documentation of Indian heritage.

**Equal Opportunity Statement:** The Pit River Tribe’s Kwahn Corporation is an Equal Opportunity Employer and is committed to providing a workplace environment free of discrimination. The Tribe will not hire, discharge, or in any other way discriminate against an employee in compensation, working conditions or any other terms or benefits of employment because of the employee’s race religion, color, national origin, sex, age, citizenship, ancestry, physical or mental disability, medical condition, marital status, sexual orientation, or any other non-merit factor.

**Knowledge of Pit River Tribe:** This position requires an awareness and deep appreciation of the Pit River Tribe Indian tradition, customs, and socioeconomic need. It always requires the ability, to meet and deal effectively in contacts with Indian people and organizations. This requires tact, courtesy, confidentiality, discretion, resourcefulness, and good judgment in handling sensitive issues.

**Other duties as assigned:** The Kwahn Corporation position description is a management tool to help organize duties and provide employees with the employer's expectations regarding the specific job classification. The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is a reasonable assignment for the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_