



Position: Store Manager

Type: Permanent Full-Time

Salary/Pay: Based on Experience

Benefits: Health Insurance, Matching Contribution Retirement Plan and Disability Insurance

General Summary:

Serves customers by providing merchandise; supervising staff.

Essential Duties and Responsibilities:

- Completes store operational requirements by scheduling and assigning employees; following up on work results.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensures availability of merchandise and services by approving contracts; maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Contributes to team effort by accomplishing related results as needed.
- Software Support for Microsoft and Apple operating systems and commonly found applications
- Prepare workstations by configuring hardware, software, network interface cards, printers, and peripherals
- Support workstation performance by troubleshooting and resolving desktop issues, responding to and correcting problems, investigating and developing solutions, and keeping inventory of all systems
- Prepare clients by conducting training in the use of equipment and references; developing resources
- Enhance workstation performance by installing updates, investigating and providing input for new technology, and recommending improvements
- Document action by completing forms, reports, logs and records
- Troubleshoot problems using network and remote connectivity

Qualifications and Experience:

Technical

- Minimum of 4 years' experience in sales and customer service field
- Minimum of 2 years' experience as assistant manager or store manager in retail field
- Minimum of 2 years' experience, or equivalent education, in technical support field
- Demonstrate ability to troubleshoot Windows 8 and 10, and Apple OS X and iOS
- Proficiency with general Microsoft Office applications

Non-Technical

- Desire to continually learn and grow
- Strong interpersonal skills
- Ability to listen and explain solutions to non-technical users
- Firm desire to consistently work as a vital part of the team with a primary focus on client service and teamwork
- Ability to work on multiple priorities and/or projects simultaneously
- Excellent listening and communication skills, both verbal and written
- Strong customer relationship skills
- Organized, detail oriented and self-motivated
- Ability to provide and maintain detailed documentation
- Ability to remain in contact with the client thru the completion of the incident
- Willingness to develop professionally
- Problem solving abilities
- Ability to meet reasonable deadlines

Working Conditions:

- Professional office environment

To Apply:

Submit an employment package that includes cover letter, resume', three professional references and any other relevant information through our careers page at <https://www.thetechjunkies.net/contact-us/careers/>

Incomplete Employment Packages will be removed from consideration.