

**PENDLETON GRAIN GROWERS, INC.**

Job Description Guidelines for  
Managerial and Supervisory Positions

<b>Position Title:</b> Retail Operation Director		Rev. 2/2010	
<b>Wage/Hour Status:</b> X Exempt X Full-time			
<b>Division:</b>	Retail	<b>Department:</b>	Administrative
<b>Location:</b>	Central Office	<b>Grade Level:</b>	7
<b>Title of Immediate Supervisor:</b>	CEO		
<b>Title of Positions Directly Supervised:</b>	Retail Managers-Milton Freewater, Pendleton, Hermiston and Athena		
<b>Job Description:</b>			
<b>Approved by:</b>	_____	<b>Title:</b>	_____
		<b>Date:</b>	_____
<b>Grade Level Assignment:</b>			
<b>Approved by:</b>	_____	<b>Title:</b>	_____
		<b>Date:</b>	_____

**BASIC JOB PURPOSE:**

Plan, direct, and supervise the operations and activities of the Retail Operation including purchasing, pricing, inventory control, marketing, sales, advertising, training, and loss prevention with the objective of achieving consistent profitability.

**ESSENTIAL FUNCTIONS OF THE JOB:**

An asterisk (\*) beside a Principal Duty and Responsibility indicates a function that is essential to this position.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

	<u>Duties</u>	<u>Percent of Time</u>
*1)	Plan, direct, and supervise the activities of the Retail Operation in purchasing and sales of retail products.	
*2)	Develop and implement marketing concepts to attract and retain customer traffic at stores. Ensure cooperation with advertising and promotion.	
*3)	Utilize modern merchandising concepts to encourage sales and train employees to effectively merchandise products.	

- \*4) Select, hire, train, and terminate supervisory personnel in order to develop superior customer service.
- \*5) Coordinate purchasing and prices for consistency between departments. Approve additions or deletions of product lines and computer coordination to achieve inventory turnover and margin goals.
- \*6) Utilize management techniques and resources to achieve acceptable profitability levels.
- \*7) Prepare operational, sales, and capital budgets for the department as well as plan, implement, and monitor personal and departmental goals to achieve or exceed the objectives of the department. Develop and use goals as a management tool to help department progress in key areas of performance.
- \*8) Serve as a key manager for planning and development of Company policies and major programs that are pertinent to the goals and operations of the Company. Develop and use goals as a management tool to help departments progress in key areas of performance.
- \*9) Represent the Company in the business community and industry activities related to division operation in order to maintain a positive public image.
- \*10) Communicate Company policies, plans, and programs to personnel within the division and regularly inform management of all activities and/or conditions that are pertinent to the goals, objectives, or well-being of the Company
- \*11) Perform other duties as assigned.

**PHYSICAL REQUIREMENTS OF THE JOB:**

<u>Activity</u>	<u>Percent of Time</u>	<u>If Lifting, Approximate Weight (lbs.)</u>
1) Site inspections, merchandising, transferring merchandise between locations.		
2) Normal physical activity and driving between locations.		

**EQUIPMENT OPERATION REQUIREMENTS:**

<u>Type of Equipment</u>	<u>Work Performed</u>	<u>Percent of Time</u>
Be able to drive.		
Computer System		

**MENTAL REQUIREMENTS OF THE JOB:**

Ability to read, write, and perform mathematical calculations. Ability to communicate verbally and in writing with customers, vendors, business entities, and staff personnel.

**TRAINING, EDUCATION, & EXPERIENCE REQUIREMENTS:**

Formal Education Required.....Undergraduate Degree

Work Experience Required .....5 to 8 years

Equipment Operation Experience Required .....General training gained on the job

**PERFORMANCE STANDARDS FOR THIS JOB:**

- 1) Meet or exceed sales and margin projections for the Retail Store Operation. Directly responsible for the profitability of the Operation.
- 2) Control or revise budget expenditures established for each department within the division.
- 3) Staff, train, evaluate, and recruit employees and select capital improvements that will provide for superior service that is expected by our customers.
- 4) Communicate and contribute to the selection of company policies and procedures.
- 5) Provide training and expect for goals to be published and achieved by each department in the division to achieve the goals set for the division.
- 6) Promote Teamwork among Retail Operation and other PGG Operations.

**AUTHORITY DELEGATED TO THE POSITION:**

Authority	To Decide & Act	To Recommend	Not Applicable
Establish own work plans and schedules .....	X		
Make method improvements to increase efficiency .....	X		
Establish and/or revise policies and procedures.....		X	
Hire staff .....	X		
Promote Staff .....		X	
Terminate or demote an employee .....	X		
Make substantial financial or contractual commitment on behalf of the company .....		X	
Redirect the use of funds within approved budget .....	X		
Revise operating policies .....		X	
Change the organizational structure.....		X	