

Agency: Liquor Distribution Branch
Location: Various

Working Title: **Assistant Manager (Class A Store)**
Level: Range 16
NOC Code: 6211

PRIMARY FUNCTION

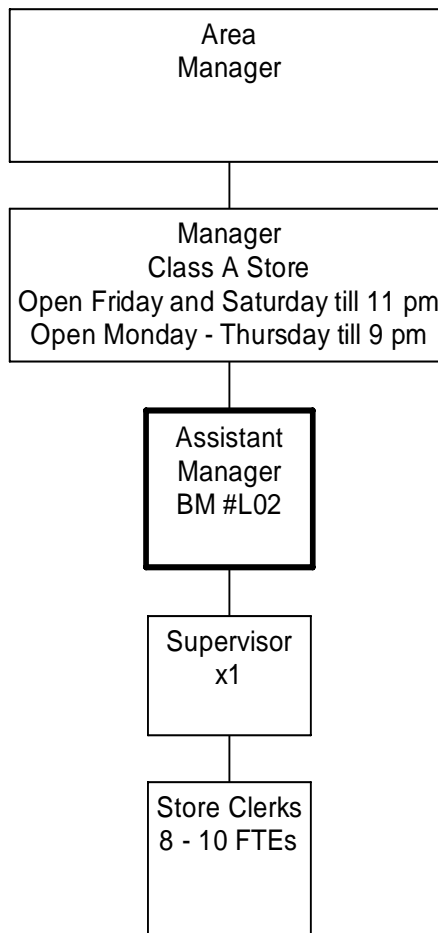
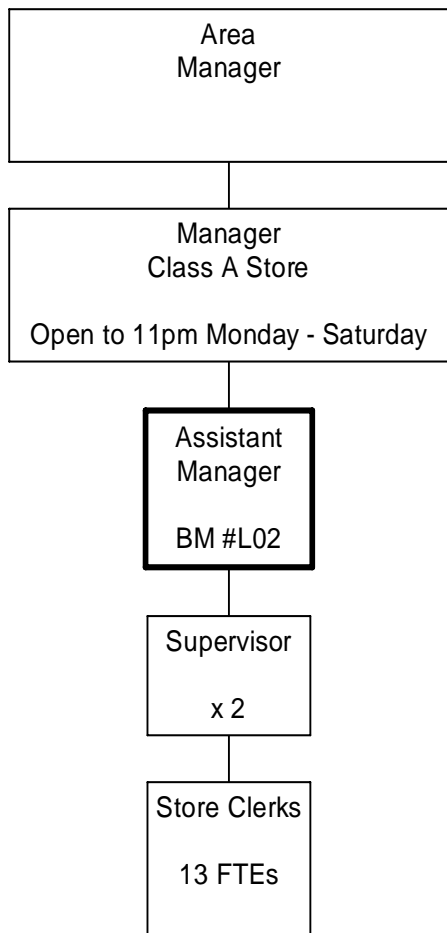
Assist in managing a multi-shift Class A Government Liquor Store (GLS).

JOB DUTIES AND TASKS

1. Assists in managing a multi-shift Class A liquor store through shift supervisors and subordinate full-time and auxiliary staff
 - a. establishes and oversees the maintenance of the schedules
 - b. establishes and maintains employee lists
 - c. assigns tasks, establishes and upholds standards of performance, applies the Collective Agreement and formally appraises performance of subordinate employees
 - d. investigates staff relations issues and if appropriate takes disciplinary action
 - e. orients and trains staff and monitors Training Log
 - f. recommends to Manager approval of relief assignments, overtime, vacation and leave entitlement
 - g. assists with the day to day operation of the store to ensure it is ready for business at all times
 - h. participates with the Manager in the recruitment and selection process of employees
 - i. ensures work site safety measures are established and followed
 - j. conducts staff meetings on an ongoing basis
 - k. monitors Attendance Management Records and at trigger points takes action such as meeting with employee
 - l. keeps the Manager informed of store related issues
2. Maintains the financial records for a GLS
 - a. balances cash to register totals; completes total revenue and makes bank deposits; monitors litter fund balances, authorizes advances and coin ordering
 - b. orders product from suppliers and warehouse from a defined product base; certifies receipt of liquor product
 - c. implements operational and business plans such as shelf resets
 - d. assists the store manager in reviewing, administering and monitoring the store budget
 - e. establishes and maintains licensee customer and store financial records
 - f. prepares for Manager's signature imprest accounting actions
 - g. monitors variances and recommends to Manager methods to correct variances
3. Merchandises the product in the most effective manner
 - a. communicates with supplier representatives regarding listing and display of product
 - b. monitors contractor and agency representatives in the store
 - c. maintains customer relations in accordance with LDB vision
 - d. arranges for empty containers to be shipped out
 - e. displays product to maximize sales and profit, through the use of merchandising techniques and knowledge of local markets, within guidelines set by the Branch
 - f. maintains established inventory levels from a prescribed product base
 - g. recommends a varied product mix to maximize sales and profit by responding to and anticipating consumer demand
 - h. ensures store presentation is of the highest quality (e.g., eye catching displays, full shelves, dusted bottles, price tags, etc.)
4. Other related duties
 - a. participates in the purchase of capital equipment and repair of equipment (e.g., recommend new equipment, call for repair services, etc.)
 - b. ensures safety within the store including responding to incidents between staff and customers and refusing to serve intoxicated customers
 - c. watches for and deals with shoplifting incidents according to Loss Prevention/Store Operations Policy and directives
 - d. responds to security intrusion alarms during non-business hours

- e. trains and advises staff on the use of security systems and policies

*The charts below represent typical organizational structures for Class A stores



FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand Liquor Control legislation and Liquor Distribution Branch goals and objectives to assist in managing the operation of Class A liquor store</p>	F	190
2	<p>MENTAL DEMANDS Judgement to apply analysis and interpretation of store management policies and customer behaviour and choose an approach using a combination of accepted Liquor Distribution Branch procedures and practices to assist in managing a multiple shift Class A liquor store.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATION SKILLS Persuasion required to use basic counselling skills to appraise employee performance and discuss performance problems.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to operate cash register with some requirement for speed.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS <u>Freedom to Act: 4</u> <u>Comparative Effects: IIIc</u> Guided by general Liquor Distribution Branch operational procedures, affects clients in a community by selecting from alternative courses of action to assist in the management of a Class A multi-shift store.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to administer a local budget.</p>	E	33
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Considerable responsibility to advise and train workers on the use of security systems and policies.</p>	E	33

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise staff, appraise employee performance and take disciplinary action (8 to 13 FTEs).	DG	23
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to ensure safety procedures are followed by staff.	C	15
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently respond to multiple demands.	C	12
11	PHYSICAL EFFORT Heavy physical effort to frequently lift moderate weights	E	24
12	SURROUNDINGS Exposure to almost always work in a work site, open to the public, with background noise.	B	4
13	HAZARDS Moderate exposure to hazards from frequently lifting moderate weights.	C	6

Total Points: 625

Level: Range 16