

Assistant Store Manager

Retail



Reports to	Store Manager
Location	Various

Job Purpose

Krispy Kreme values our customers above everything else. We need people who can People with Moments of Happiness by ensuring our customers get great products and service every time.

Assistant Store Managers are aspiring Store Managers who want to deliver a brilliant customer experience and you will inspire your team to provide the best customer experience around. You will support the Store Manager to improve the team's performance through your passion for developing and mentoring others with a focus on store metrics.

You will lead by example at all times and create a sociable, authentic and customer-committed atmosphere in your store.

We love having a friendly, fun and professional working environment. Working for Krispy Kreme means being part of something special. It means being a key part of our success.

Success

You and Krispy Kreme will know you are successful in your role when:

- o Your Store meets or exceeds all performance targets within budget.
- o Your Store meets or exceed Krispy Kreme standards with respect to product quality, operations and visual merchandising.
- o Your Store complies with Krispy Kreme systems and processes for food safety and WHS.
- o Your Store meets and exceeds Krispy Kreme standards in relation to customer service, product presentation & preparation, internal & external operations & safety audits.
- o Your team is made up of competent, committed and engaged Team Members delivering the outcomes required to drive and grow the business.

Tasks

Every day at Krispy Kreme presents different challenges and while you will need to be flexible and adaptable to meet them all, there are some tasks that will form the backbone of your work as Assistant Store Manager:

- o Actively supporting the Store Manager to manage the Store budget and expenses, ensuring shift metrics and KPI targets are met.
- o Creating rosters in line with business need and in line with Store labour budget.
- o Acknowledging and responding to others' ideas, experience and opinions
- o Maintaining a safe and healthy workplace at all times and proactively eliminating and managing potential safety issues.

- o Providing meaningful feedback to stakeholders on the quality of product and services provided to your Store.
- o Working with your team to meet sales targets and maintain quality while also improving operational excellence & the Customer experience.
- o Supporting the Store Manager to create and implement action plans in line with operational and capex budgets.
- o Communicating company and Store policies, processes and systems to your team and ensuring compliance with them.
- o Building and sustaining a cooperative and supportive team environment
- o Contributing to Krispy Kreme through providing feedback and insights into best practice.
- o Supporting the Store Manager to recruit and retain the right people in line with the business needs of your Store.

Qualifications

Education	<ul style="list-style-type: none"> o Certificate IV in Business or equivalent experience
Experience	<ul style="list-style-type: none"> o Minimum 3 years' experience in the retail or hospitality industries o Minimum 2 years' experience as a retail or hospitality Supervisor or Team Leader

Knowledge, Skills and Abilities

We firmly believe in hiring for cultural fit and training for skills, however there are some things we need from you:

- o A demonstrated ability to manage a high quality, sales and customer service focused, outcome driven, small to medium business.
- o A comprehensive understanding of the requirements of superior Customer Service.
- o Integrity and a commitment to ethical operations.
- o The ability to lead and motivate others to achieve the best outcomes for themselves, their team and Krispy Kreme.
- o An understanding of training processes and how to effectively train others in the workplace.
- o Confidence, passion and enthusiasm about the customer experience and the Krispy Kreme Brand.
- o The ability to demonstrate leadership in WHS in the workplace.
- o An in-depth understanding of Krispy Kreme products and service standards.
- o Understanding of conflict management and issue resolution.
- o A positive attitude, self-motivated & able to work autonomously.
- o The ability to solve problems and seek assistance when required.

Our Values

We work in a fast moving and dynamic industry. For us to be successful – both as individuals and as a team – we work with our Values in mind.

Our Values ensure we all contribute to our overall success and culture of Krispy Kreme in a positive and impactful way.

Our Values describe how we behave and interact with each other. They talk about the way we hold ourselves accountable. To put it simply it's How We Do Things.

Make it Great

If we want something to be great, we don't sit still. We keep moving and improving and never give up looking for ways to make good 'great'.

Make it Count

Everything we do counts. Every moment, action, relationship, conversation. It's how we deliver great experiences (and delicious doughnuts) every time.

Make it with Heart

Our success comes from being open, honest and totally ourselves at work. Whatever we're making, we make it together. With pride, passion and heart.