



**YOUR LEADERSHIP SERVED OUR COUNTRY.  
NOW, LET OUR CAREER OPPORTUNITIES SERVE YOU.**

**FIRST ASSISTANT STORE MANAGER JOB DESCRIPTION**



As a primary contact for Safeway customers, the First Assistant Store Manager is heavily involved in and provides friendly, courteous, and helpful customer service on a daily basis. The First Assistant Store Manager supports the Store Manager in the total operations of the store and performs various duties personally or through supervision of store employees (8 to 12 department managers plus 100+ bargaining unit and non-contract employees). The First Assistant Store Manager position is a non-union, salaried position and reports to the Store Manager.

**Minimum Qualifications:**

- Must have served a minimum of 3 years as a non-commissioned officer with direct leadership experience in a branch of the United States Military. High school diploma or equivalent required; college degree is preferred.
- Must provide DD Form 214 indicating an honorable discharge or separation.
- Strong customer service, supervisory, and leadership skills.

**Key Responsibilities include but are not limited to:**

- Overall management responsibility for operation of retail grocery store during absence of the Store Manager, including store performance, control of cash, inventory and security, customer services, and management of staff.
- Track, analyze and take action to improve store performance by forecasting of weekly/daily sales goals and meeting or exceeding established goals.
- Communicate sales goals, department performance, and sales opportunities with staff to ensure positive results.
- Forecast, schedule, and monitor labor to be consistent with store sales and productivity guidelines and wage budgets; create action plan to address cost control issues.
- Support development and direction in the execution of strategies to improve product placement and appearance.
- Monitor display accuracy and appearance to implement promotions. Ensure that products are properly displayed and ordered in a manner to maintain in-stock conditions.
- Manage issues relating to store maintenance, cleanliness, safety, and sanitation.
- Oversee and monitor handling of cash and accounting. Ensure store is secured.
- Prioritize, plan, and coordinate work activities, and manage time and resources so that work objectives are met.
- Ensure compliance with legal requirements and company policies and procedures, including check cashing, security, safety, sanitation, wage and hour, etc.
- Focus on customer satisfaction and needs, ensure that employees provide customers with superior customer service through use of best practices, and communication of the importance of superior customer service.
- Select, train, develop, and manage job performance of store employees with assistance from other management personnel.
- Provide constructive suggestions and encouragement, set performance expectations, provide honest feedback, and identify assignments to provide others with developmental opportunities.
- Maintain professional relationship with union officials, and ensure compliance with collective bargaining agreements.
- Maintain positive working relationships with direct reports, peers, supervisors, suppliers, and customers effectively handling complex or difficult situations involving others.
- Motivate others to perform the job and work towards common objectives. Serve as a role model to others instilling a positive attitude in employees.

**Travel** will be required to attend a one-week new hire orientation at our corporate headquarters in Pleasanton, California. You will travel to your division office throughout the 31-week program for further training.

**Relocation** is very important for a career at Safeway. Based on business needs, participants must be willing to relocate anywhere within their assigned division for their training store location and also for placement as a store manager following successful completion of the program. We are unable to predict the specific location where placement will occur following training so it is important to remain flexible to relocation based on business needs. Safeway provides a relocation package.

**Schedules**, with store operations running 24 hours per day, must allow for a variety of shifts and long hours including nights, holidays, and weekends. Days off during the work week are seldom taken consecutively.