

Company: Sears, Roebuck and Co.

Account Code: SRS0001722

Job Location: 2000 NE COURT; FLS- BLOOMINGTON MN A

FEIN#: 36-1750680

City: BLOOMINGTON

State: MN

Zip: 55425

Contact Person: LEANNA Hamilton

Phone: (847) 286-2500

Ext:

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Application Site: Same as above

APPLICATION PROCESS: Apply on website: www.searsholdings.com/careers

POSITION TITLE: Assistant Store Manager, Operations- Bloomington, MN

Full Time: Yes

Regular: Yes

No. of Openings: 1

Part Time: No

Benefits: Yes

Hours/Week: 40+

Weekends: Yes

Shift Work:

Compensation/Wage: Not Specified

(Minimum one weekend day per week)

POSITION TITLE: Assistant Store Manager, Softlines- Bloomington, MN

Full Time: Yes

Regular: Yes

No. of Openings: 1

Part Time: No

Benefits: Yes

Hours/Week: 40+

Weekends: Yes

Shift Work:

Compensation/Wage: Not Specified

(Minimum one weekend day per week)

POSITION TITLE: Store Manager- Bloomington, MN

Full Time: Yes

Regular: Yes

No. of Openings: 1

Part Time: No

Benefits: Yes

Hours/Week: 40+

Weekends: Yes

Shift Work:

Compensation/Wage: Not Specified

(Minimum one weekend day per week)

POSITION DESCRIPTION: Assistant Store Manager, Operations- Bloomington, MN

Details: CRITICAL SUCCESS FACTORS:

- Provides disciplined leadership including setting clear expectations and holding the team and self accountable for results.
- Adheres to the Assistant Store Manager scheduling requirements (weekly exceptions must be approved by the Store Manager)
 - o 95% of time spent on the sales floor
 - o Minimum of 2 nights per week
 - o Minimum of 2 weekends per month scheduled during peak hours (e.g., Friday night, Saturday mid-day through evening, Sunday)
- Follows the weekly Playbook process to develop and prioritize action plans with timely follow up.
- Inspects departments and consults with associates daily to identify opportunities and develop and prioritize action plans with timely follow up.
- Executes customer focused strategies, policies and programs as measured by Customer Satisfaction Survey data and verbatim comments.
- Selects, develops and manages performance of individuals and team, measured by appropriate performance reports/scorecards/dashboards.

- Attracts, hires and on-boards store staff as measured by appropriate performance scorecard, retention and new hire survey results.
- Executes the client's (brand/business) plan consistently across departments and provide ongoing fact based feedback to Store Manager and appropriate business including competitive intelligence.
- Ensures consistent delivery of acceptable compliance scores as measured by the Standards Based Store Visit & Client Commitment tools, including effective store wide completion of:
 - o Merchandise, receipt, flow to floor and stockroom processes.
 - o Total controllable cost vs. plan/trend
 - o Warehouse and stockroom management (RTV, VOM, Discontinued Merchandise)
 - o Multi-Channel processes and associate participation (Fusion, Store to Web, Merchandise Pick Up, Ready in Five)
 - o Point of Sale, credit applications and opportunities
 - o Brand standards and facilities maintenance
 - o Safety, inventory and shrink controls (merchandise protection and safety standards/processes)
 - o Staffing, employment compliance, retention
 - o Scheduling (LRQs scheduled/worked and actual vs. earned hours)
 - o Training completion and associate role playing
 - o Employee communication and recognition
- Focuses and invest time on customer facing activities and operational processes.
- Ensures the department is "Location Certified" and every associate is "Role Certified" to do his/her job.
- Monitors and proactively addresses outliers in customer satisfaction, sales, profit margin, operational processes, and compliance against plan or established standards.
- Embeds the Company return policy and Pledge of Fairness.

LEADERSHIP BEHAVIORS

Customer Focused:

- Expects and inspects core processes and "clean and bright" standards.
- Expects and inspects execution of clients' merchandising and operating plans.
- Provides first person coaching and leadership on the execution of action plans based on the weekly Playbook process, daily department walks, Customer Satisfaction Survey learnings, customer verbatims, and customer/associate interactions.
- Is the customer advocate and surface opportunities to improve the end to end customer experience.
- Teaches, models and leads ways to satisfy customers, find ways to say yes, e.g., helpful associates, complaint resolution, Store to Web.

Leadership/People Oriented:

- Personally supports, coaches and develops team members across all brand departments by creating an environment where our associates can be successful.
- Facilitates dialogue between front-line associates and the store leadership team.
- Focuses the entrepreneurial energy of the team on delivering over the top customer service and associate pride.
- Leads and embeds all Retail Services plans/projects using common enterprise-wide tools, processes and language. (No store programs.)
- Creates and maintains a culture of winning that resonates with associates.

Process Thinking:

- Rigorously inspect compliance with our operating model for consistency around operations processes and procedures.
- Executes and supports the client's plan utilizing outlier reporting, scorecards and standardized reporting.

Effectiveness/Attains Results:

- Leads and monitors store level margin drivers, e.g., solution selling, accessory attachment rate, inactive inventory, price change execution.
- Achieves all miscellaneous income plans e.g., smart plans, protection agreements, new account generation.
- Achieves controllable cost plans relative to department and identify and communicate continuous improvement opportunities to associates and teams.
- Communicates opportunities and solutions that will allow clients to meet/exceed profit plans.

Effective Decision Making:

- Provides Store Manager with fact based, real time feedback on the product life cycle including assortment, pricing, inventory flow, marketing support, transition/exit strategies, etc. in order to highlight opportunities for clients.
- Utilizes quantitative and qualitative data to measure and achieve desired outcomes and address outlier opportunities.

- Consistently provides a sense of urgency to maintain standards while obtaining associate buy-in. 1. Bachelor's degree or equivalent experience.
 - 2. Minimum of two (2) years experience in retail or equivalent industry experience required.
 - 3. Prior management training required.
 - 4. Knowledge of store merchandising, operations, and retail management practices and procedures.
 - 5. Strong leadership and organizational skills.
 - 6. Availability to work during critical retail time frames including Fridays, Saturdays, Sundays holidays, or other event-related times.
 - 7. Ability to analyze information, identify root causes and develop/implement approved solutions.
 - 8. Effective oral and written communication skills necessary to communicate with all levels of internal and external team members and customers.
 - 9. Experience selecting, assessing, coaching and developing associates, preferably in a retail environment.
 - 10. Experience leading groups across multiple departments preferred.
 - 11. Proven ability to manage and mentor team members, lead and influence cross-functional working groups and achieve results.
 - 12. Microsoft Office computer skills including Word, Excel and Outlook.
- A comprehensive and competitive benefit program is designed to meet the needs of our associates and their families. Benefits eligibility depends on employment classification, location, and other variables. Benefits offered include:

- Medical and Dental Plans
- Health Care and Dependent Daycare Flexible Spending Accounts
- Short and Long-Term Disability
- Company Paid and Optional Life Insurance
- Business Travel Insurance
- Merchandise Discount
- Adoption Assistance
- Kmart Advantage Rx
- ConSern Loans for Education
- Worklife Solutions
- Voluntary Benefits
- Commuter Benefits
- Sears Holdings Corporation Associate Stock Purchase Plan
- 401(k) Savings Plan
- Vacation Time with Personal Days
- National Holidays

An Equal Employment Opportunity and Affirmative Action Employer.

POSITION DESCRIPTION: Assistant Store Manager, Softlines- Bloomington, MN

Details: The Assistant Store Manager, Softlines is responsible for managing merchandise and customer assistant activities and consultative selling across the Softlines departments. This includes sales, miscellaneous account revenue, expense management, and achievement of profitability goals. The Assistant Store Manager, Softlines has responsibility for replenishment and sales floor readiness of all Softlines departments. The Assistant Store Manager, Softlines is also accountable for customer satisfaction and associate morale and productivity. The Assistant Store Manager, Softlines directly manages a small team of lead hourly associates, who in turn supervise front-line hourly associates. Softlines departments will have a mix of merchandise and customer assistant and consultative selling.

- Proactively lead the Softlines departments to ensure achievement of business goals in revenue, expenses, profitability, customer satisfaction, inventory shrinkage, and associate morale.
- Select, coach, and develop strong and effective lead associates in the Softlines departments. These include both merchandise and customer assist and consultative selling. Develop a diverse, high performing team. Take action as needed to ensure that all associates fully contribute to the store efforts.
- Actively manage the customer experience within the Softlines departments.
- Take ownership for full implementation of corporate programs and initiatives on merchandising, payroll management, productivity, and associate morale. This includes adherence to operational and selling processes (e.g., Monthly Action Plans, Tear Sheets, Basic Replenishment, Credit May I program).
- Ensure consistency of merchandising execution and operational processes within the store. Ensure that Sears National Presentation Standards are maintained at highest possible level.
- Fully optimize Credit (e.g., share, AccountCare, new accounts) and other Miscellaneous Income opportunities (e.g., service contracts, Gift Card) and ensure performance standards are met within the department.
- Plan for upcoming sales.
- Manage floor recovery.
- Handle and resolve escalated customer issues.
- Understand and communicate, to Store and District staff, competitive activities/trends in market, and unique local market issues.
- Ensure that the store operates in full compliance with applicable laws, regulations, and company policies.

1. Bachelor's degree or equivalent experience.
2. Minimum of two (2) years experience in retail or equivalent industry experience required.
3. Prior management training required.
4. Knowledge of store merchandising, operations, and retail management practices and procedures.
5. Strong leadership and organizational skills.
6. Availability to work during critical retail time frames including Fridays, Saturdays, Sundays holidays, or other event-related times.
7. Ability to analyze information, identify root causes and develop/implement approved solutions.
8. Effective oral and written communication skills necessary to communicate with all levels of internal and external team members and customers.
9. Experience selecting, assessing, coaching and developing associates, preferably in a retail environment.
10. Experience leading groups across multiple departments preferred.
11. Proven ability to manage and mentor team members, lead and influence cross-functional working groups and achieve results.
12. Microsoft Office computer skills including Word, Excel and Outlook.

A comprehensive and competitive benefit program is designed to meet the needs of our associates and their families. Benefits eligibility depends on employment classification, location, and other variables. Benefits offered include:

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- Health Care and Dependent Daycare Flexible Spending Accounts
- Short and Long-Term Disability
- Company Paid and Optional Life Insurance
- Business Travel Insurance
- Merchandise Discount
- Adoption Assistance
- Kmart Advantage Rx
- ConSern Loans for Education
- Worklife Solutions

- Voluntary Benefits
- Commuter Benefits
- Sears Holdings Corporation Associate Stock Purchase Plan
- 401(k) Savings Plan
- Vacation Time with Personal Days
- National Holidays

An Equal Employment Opportunity and Affirmative Action Employer.

POSITION DESCRIPTION: Store Manager- Bloomington, MN

Details: CRITICAL SUCCESS FACTORS:

- Provides disciplined leadership including setting clear expectations and holding the team and self accountable for results.
- Adhere to the Store Manager scheduling requirements (weekly exceptions must be approved by the District Manager):
- Minimum of 2 nights per week
- Minimum of 2 weekends per month scheduled during peak hours (e.g., Friday night, Saturday mid-day through evening, Sunday)
- Follows the Playbook and the Weekly Walk processes to develop and prioritize action plans with timely follow up.
- Execute customer focused strategies, policies and programs as measured by Customer Satisfaction, Survey data and verbatim comments.
- Selects, develops and manages performance of individuals and team, measured by appropriate performance reports/scorecards/dashboards.
- Attracts, hires and on-boards store staff as measured by appropriate performance scorecard, retention and new hire survey results.
- Executes the client's (brand/business) plan consistently across all departments and provide ongoing fact based feedback.
- Consistently delivers acceptable results as measured by the Location Balanced Scorecard with an intense focus on customer service and sales growth.
- Focuses and invests time on customer facing activities and processes.
- Ensures the store is "Location Certified" and every associate is "Role Certified" to do his/her job; has primary accountability for Assistant Store Manager and Lead "Role Certification."
- Monitors and proactively addresses outliers, e.g.; customer satisfaction, sales, controllable costs, profit, margin, operational processes, and compliance as measured by appropriate outlier report scorecard/dashboard.
- Embeds the Company return policy and Pledge of Fairness.
- Creates and maintains a culture of winning that resonates with associates.

LEADERSHIP BEHAVIORS

Customer:

- Expects and inspects retail core processes and "clean and bright" standards.
- Expects and inspects execution of client's merchandising and operating plans.
- Provides first person coaching on the execution of action plans based on daily department walks, Customer Satisfaction Survey learnings, customer verbatims, and customer interactions.
- Is the customer advocate and surfaces opportunities to improve the end-to-end customer experience.
- Teaches, models and leads ways to satisfy customers, finds ways to say yes, e.g., helpful associates, complaint resolution, Store to Web.

Leadership and People:

- Personally supports, coaches and develops team members, creating an environment where our associates can be successful.
- Facilitates dialogue between front-line associates and the store leadership team.
- Focuses the entrepreneurial energy of the team on delivering over the top customer service and associate pride.
- Builds a strong bench of talent and strive to develop people for internal promotion.

- Leads and embeds all Retail Services plans/projects using common enterprise-wide tools, processes and language. (No store programs.)

Process:

- Understands, leads, and embeds a standardized operating model that will earn preferred provider status in every store.
- Rigorously inspects compliance with our operating model for consistency across all departments.
- Executes and supports the client's plan utilizing outlier reporting, scorecards and standardized reporting.
- Ensures that all initiatives and processes are in full compliance with company policies and practices.

Effectiveness:

- Creates a selling culture that will meet/exceed clients' sales plans.
- Leads and monitors store level margin drivers, e.g., solution selling, accessory attachment rate, inactive inventory, price change execution and POS reductions.
- Achieves all miscellaneous income plans, e.g., merchandise replacement plans, protection agreements, new account generation, gift cards, email acquisition, etc...
- Achieves controllable cost plans and identify and communicate continuous improvement opportunities.
- Communicates opportunities and solutions that will allow clients to meet/exceed profit plans.

Disciplined Decision Making:

- Act as the eyes and ears of the client - provides clients with fact-based, real time feedback on the product life cycle including assortment, pricing, inventory flow, marketing support, transition/exit strategies, etc.
 - Utilizes quantitative and qualitative data to measure and achieve desired outcomes and address outlier opportunities.
 - Consistently provide a sense of urgency to maintain standards while obtaining associate buy-in.
1. Bachelor's degree or equivalent experience.
 2. Minimum of five (5) years experience in retail or equivalent industry experience preferred.
 3. Extensive knowledge of store merchandising, operations, and retail management practices and procedures.
 4. Strong leadership and organizational skills.
 5. Availability to work during critical retail timeframes including Fridays, Saturdays, Sundays and holidays.
 6. Ability to analyze information, identify root causes and develop/implement approved solutions.
 7. Effective oral and written communication skills necessary to communicate with all levels of internal and external team members and customers.
 8. Experience selecting, assessing, coaching and developing associates, preferably in a retail environment.
 9. Proven ability to manage and mentor team members, lead and influence cross-functional working groups and achieve results.
 10. Microsoft Office computer skills including Word, Excel and Outlook.

A comprehensive and competitive benefit program is designed to meet the needs of our associates and their families.

Benefits eligibility depends on employment classification, location, and other variables. Benefits offered include:

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