



CONSOLIDATED JOB DESCRIPTION DOCUMENT

Store Operations | Dubai, United Arab Emirates

STORE MANAGER

Basic Information

Position Title	Store Manager
Function / Department	Store Operations
Compensation	AED 6,000 (with relevant experience)
Base Location	Dubai
Country	United Arab Emirates

Position Objective

As a Store Manager, you will work alongside your team to drive sales through efficient store operations, visual merchandising, customer service delivery, motivation and retention of store personnel, and adherence to company norms. You will be responsible for managing all relevant KPIs of your store, always focused on delivering FRESHER, CHEAPER, and BETTER products to customers.

Key Responsibilities

- Complete all operational requirements of the store
- Improve profit and meet sales targets; oversee receiving orders and stock control
- Initiate corrective actions, analyze variance, schedule expenditure, and achieve financial objectives
- Maintain inventories to ensure consistent availability of required services and merchandise
- Study display plans, sale promotions, and advertising to merchandise products profitably
- Deal with all complaints, queries, and customer service issues promptly
- Recognize current and future requirements by customers; build rapport with existing and potential customers
- Organize training, orientation, and supervision of all Team Members and Assistant Store Managers

- Assign and schedule tasks for specific employees and follow up on results
- Educate staff about safety and sanitation procedures
- Appraise, monitor, and plan tasks for individual staff members
- Organize holidays and compensatory-offs for store staff
- Discipline, counsel, and coach employees to maintain positive performance
- Ensure all POS machines are in excellent condition at all times
- Ensure correct rotation of stock on shelves as per store requirements
- Maintain the highest hygiene standards throughout the property at all times

Qualifications & Requirements

Education

Graduate / Post-Graduate degree in any field

Minimum Experience

2 to 5 years of experience in Retail Business

Skills & Capabilities

- Good knowledge of store processes and the Supermarket industry
- Result orientation and goal-driven approach
- Teamwork and collaboration
- Good communication skills and customer service orientation
- Proactiveness and flexibility
- Report writing skills
- Leadership, coaching, and mentoring skills
- Good knowledge of Merchandising, Stock Management, and Inventory processes

ASSISTANT STORE MANAGER

Basic Information

Position Title	Assistant Store Manager
Function / Department	Store Operations
Compensation	AED 4,500 (with relevant experience)
Base Location	Dubai
Country	United Arab Emirates

Position Objective

As an Assistant Store Manager, you will work alongside your team to drive sales through efficient store operations, visual merchandising, customer service delivery, motivation and retention of store personnel, and adherence to company norms. You will be responsible for managing all relevant KPIs of your store, always focused on delivering FRESHER, CHEAPER, and BETTER products to customers.

Key Responsibilities

- In the absence of the Store Manager, be responsible for all operational requirements of the store
- Improve profit and meet sales targets; oversee receiving orders and stock control
- Initiate corrective actions, analyze variance, schedule expenditure, and achieve financial objectives
- Maintain inventories to ensure consistent availability of required services and merchandise
- Study display plans, sale promotions, and advertising to merchandise products profitably
- Deal with all complaints, queries, and customer service issues
- Recognize current and future requirements by customers; establish rapport with existing and potential customers
- Educate staff about safety and sanitation procedures
- Organize holidays and compensatory-offs for store staff
- Discipline, counsel, and coach employees to maintain positive performance
- Ensure all POS machines are in excellent condition at all times
- Ensure correct rotation of stock on shelves as per store requirements
- Ensure counting of cash after the last customer leaves the store
- Conduct security checks for currency, credit cards, cheques, etc., when required
- Maintain the highest hygiene standards throughout the property at all times

Qualifications & Requirements

Education

Graduate / Post-Graduate degree in any field

Minimum Experience

2 to 3 years of experience in Retail Business

Skills & Capabilities

- Good knowledge of store processes and the Supermarket industry
- Knowledge of Merchandising, Stock Management, and Inventory processes
- Good communication and interpersonal skills
- Proactiveness and flexibility
- Customer service orientation
- Result orientation
- Problem-solving ability

TRAINEE TEAM MEMBER

Basic Information

Position Title	Trainee Team Member
Function / Department	Store Operations
Compensation	AED 2,750
Base Location	Dubai

Country	United Arab Emirates
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Position Objective

The job holder will be responsible for replenishment, quality check, cleaning, and working on the checkout. With a hands-on mentality, willingness to learn, and a hardworking attitude, the aim is always to provide FRESHER, CHEAPER, and BETTER products to our customers.

Key Responsibilities

- Ensure all stock is laid out and displayed according to standard layout norms (planogram, pricing, flagging)
- Ensure all POS machines are in excellent condition at all times
- Ensure correct rotation of stock on shelves as per store requirements
- Maintain the highest hygiene standards throughout the property at all times
- Count the float for the designated till prior to opening to ensure accurate accounting
- Operate as a cashier and be consistently accurate in money handling
- Ensure counting of cash after the last customer leaves the store
- Conduct security checks for currency, credit cards, cheques, etc., when required
- Show initiative in all tasks and customer interactions
- Give accurate and current information about products for all inquiries
- Maximize and contribute to sales within the store through exceptional customer service
- Understand the returns policy and ensure its effective implementation

Qualifications & Requirements

Education

High School Diploma or Graduate degree in any field

Minimum Experience

1 to 2 years of experience in Retail (preferred: Supermarket) Business

Skills & Capabilities

- Knowledge of store processes in Supermarket business
 - Good communication and interpersonal skills
 - Proactiveness and flexibility
 - Customer service orientation
 - Hands-on mentality
 - Ability to work under pressure
 - English / local language speaking skills
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