



**Wingate University**  
**Open Position Description**  
**Assistant Store Manager, Wingate Outfitters**

**Position Title:** Assistant Store Manager, Wingate Outfitters (PT~25hrs/wk)

**Location:** Wingate Main Campus

Founded in 1896, Wingate University is a laboratory of difference-making that serves more than 3,600 students in North Carolina. Wingate offers 37 undergraduate majors as well as eight master's and five doctoral degrees. The University is home to the Cannon College of Arts and Sciences; the Levine College of Health Sciences; the Byrum School of Business; and the College of Professional Studies, which includes the Thayer School of Education and the School of Sport Sciences. The University's motto is "Faith, Knowledge, Service." Learn more at [www.wingate.edu](http://www.wingate.edu).

**Position Summary:** The Assistant Store Manager (ASM) will assist the Director in all aspects of day-to-day store operations and employee supervision. The ASM will serve as the lead support for the Director in running the online bookstore, remote store, hiring employees, setting employee standards, taking inventory, operating the point of sale system, preparing budget reports, and restocking shelves. The ASM must be flexible and will be expected to fill in when the Director is not available. They will carry out additional duties as necessary with the goal of improving business performance and customer satisfaction.

**Duties and Responsibilities:**

- Manage day-to-day retail operations of the physical store location and online bookstore.
- Administer and operate relevant software platforms: POS systems; social media and marketing applications; Google Workspace and other Windows-based applications.
- Coordinate with various campus departments to create and implement sales and promotion projects and events.
- Promote and model customer service on every level. This includes answering questions and assisting with product selection, purchases, and returns as well as handling any disputes.
- Supervise and train student workers; create semester work schedules; delegate, assign and oversee work tasks.
- Manage retail floor merchandising and stock control procedures; receive, stock, and/or deliver goods.
- Make administrative/procedural decisions and judgments in a fair and equitable manner.

- Ensure physical location is properly maintained and secured.
- Collaborate with a wide range of constituencies in a diverse community.

### **Qualifications and Experience:**

- Minimum high school diploma (or equivalent) with 5-7 years of relevant experience and training; Bachelor's degree in a related field may be considered for 3 years of experience.
- Relevant experience and training expectations consist of documented, previous on-the-job training in general store management, inventory management, point of sale/register operations and transactions, customer service, and other necessary tasks.
- Previous team lead or supervisory experience is preferred.
- Ability to work independently and as a team in a diverse work environment.
- Strong work ethic and a history of exceptional customer service.

### **Physical Requirements:**

- While performing the duties of this position, the employee is frequently required to stand, walk, sit, reach and manipulate objects, tools or controls.
- The position involves heavy physical exertion; duties involve moving materials weighing 10-20 pounds continually, 25-50 pounds on a regular basis, and up to 100-pound team lift on an occasional basis.
- Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

To apply, submit the following to **Human Resources** at [careers@wingate.edu](mailto:careers@wingate.edu) and [s.shank@wingate.edu](mailto:s.shank@wingate.edu).

- 1) letter of interest, 2) resume, and 3) contact information for three references.

*EQUAL OPPORTUNITY EMPLOYER: Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person's race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act and its amendments. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability or veteran status.*