Job Title:	Store Manager
Department:	Administrative
Reports To:	Regional General Manager or General Manager
Supervises:	Department Managers
Job Group:	First/Mid-Level Officials and Managers
Exempt or Non-Exempt:	Exempt

Job Description:

This individual will partner with their Regional General Manager to provide leadership in all aspects of the store, including physical, financial, and people resources in the deployment of the business plan. They will provide a work environment that will optimize the profitability of the business, the personal growth of employees and the satisfaction of customers.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Lead the process of defining and communicating the company's core values, vision and mission.
- Demonstrate leadership in all aspects of the store.
- Lead the development and deployment of a comprehensive strategic business plan in alignment with the organization's financial and operational objectives; including but not limited to annual store benchmarks and budget.
- Accountable for ensuring all RDO Equipment Co. policies and procedures are followed within the store.
- Coordinate and delegate activities through the store management team.
- Coach and mentor store employees on a regular basis.
- Ensure customer satisfaction. Work with all departments to know the customer's current and future expectations and work to resolve customer concerns.
- Review monthly receivables with department managers. Establish collection plans and monitor aggressively.
- Ensure that appropriate communications take place throughout the location/s by facilitating/participating in monthly open-book meetings, conducting regular team meetings, encouraging an open-door policy, and proactively seeking feedback from team members.
- Foster an engaged work environment within the location/s, encouraging accountability, open communication, teamwork, and a commitment to serving the customer.
- Lead and manage all business and/or department activities related to ensuring the customer experience is positive and that all team members are committed to creating solutions and long term relationships with customers.
- Ensure that the company/location reputation and image in the community is consistent with RDO Integrated Controls Core Values, and that business relationships with all stakeholders are

not compromised.

- Manage the evaluation, allocation, and management of physical and financial resources and administer the hiring, development/training, management, evaluation, and effective assignment of people resources.
- Responsible for ensuring that sound and safe business practices and processes are implemented and continuously improved to effectively and efficiently achieve ethical business objectives.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- The ideal candidate will have proven experience leading teams and managing business operations.
- Candidates should possess strong operational knowledge in sales, parts, and service functions.
- The ability to analyze complex situations and develop effective solutions is essential.
- Exceptional customer service skills and a commitment to building strong customer relationships are required.
- Strong verbal and written communication skills are necessary to effectively interact with customers, employees, and business partners.
- Candidates must be proficient with computers and commonly used business software applications.
- Knowledge of agricultural, construction, or Vermeer dealership operations is preferred.
- A college degree is preferred, or an equivalent combination of education and relevant experience.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship

Essential Job Functions:

Activity Hours Per Day	**Never** 0 Hours	**Occasionally** Up to 3 hours per day	**Frequently** 3-6 hours per day	**Constantly** 6-8+ hours
Sitting				X
Walking		X		
Standing			X	
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		

Hand Use: Dominant Hand Right___Left___			X	
Is repetitive use of hand required?				
Simple Grasping			X	
Power Grasping	X			
Fine Manipulation			X	
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			

Carrying:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?			X	