

CU Hawaii LLC

Job Title: CU Assistant Store Manager

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Operations

Reports To: Store Manager

Job Summary

The Assistant Store Manager at CU Hawai'i plays a vital leadership role in supporting the Store Manager with daily operations, staff development, and ensuring exceptional customer service. This role is designed for individuals with supervisory or management experience who thrive in a fast-paced, customer-focused environment. The Assistant Store Manager is expected to set the tone for professionalism, collaboration, and operational excellence within the store.

In addition to day-to-day oversight, the Assistant Store Manager helps drive sales growth, maintains compliance with health and safety standards, and ensures that store operations run smoothly. This role provides meaningful career development opportunities, serving as a pathway to Store Manager and Area Manager positions.

Key Responsibilities

****Leadership & Team Development****

- Provide excellent customer service leadership, training, and coaching for all team members.
- Assist the Store Manager in maintaining strong retention through comprehensive onboarding, training, and developing employees.
- Lead by example with integrity and professionalism, modeling CU Hawai'i's service values.
- Empower staff to achieve productivity, efficiency, and customer service goals.
- Conduct shift meetings to align team members with daily objectives and promotions.
- Foster an inclusive, positive work culture that motivates staff and reduces turnover.

****Operations & Compliance****

- Assist in implementing merchandising, promotions, and seasonal marketing programs.
- Ensure compliance with cash handling, inventory management, and CU loyalty program promotion.
- Maintain store readiness, cleanliness, and safety by adhering to Hawai'i Department of Health standards.
- Monitor equipment, facilities, and supplies to ensure the store meets operational standards.
- Oversee daily checklist execution, including pre-stocking, stocking, and operational reviews.
- Support loss prevention efforts and ensure compliance with all CU Hawai'i policies and

procedures.

****Customer Experience****

- Oversee customer interactions to ensure high satisfaction on every visit.
- Support resolution of customer concerns in a professional and timely manner.
- Anticipate customer needs and proactively address service issues.
- Model positive, professional behavior that sets the standard for the team.
- Monitor customer feedback and collaborate with the Store Manager to make service improvements.

****Financial & Administrative Duties****

- Drive sales performance and achieve financial goals.
- Assist with monitoring labor costs and controlling expenses.
- Participate in inventory management, ordering, and reconciliation processes.
- Ensure timely completion of opening and closing duties, including cash reconciliation and reporting.
- Utilize Microsoft Office and other systems to manage reporting, communication, and recordkeeping.

****Benefits****

- Competitive pay & benefits package
- Training and career growth opportunities
- Supportive and team-oriented work environment

****Qualifications****

- Previous supervisory or management experience in retail preferred.
- Strong verbal and written communication, leadership, and interpersonal skills.
- High school diploma or GED required.
- Ability to multitask, stand, bend, reach and lift 20 lbs and occasionally lift up to 50 lbs.
- Proficient in Microsoft Word, Excel, and basic computer systems.
- Food handler certification required prior to first shift.
- Proven ability to meet goals and support team performance in a fast-paced setting.
- Flexible schedule and availability.

Supervisory Responsibilities

This role provides direct supervision to store employees and supports the Store Manager in managing overall staff performance.

Education

This position requires a high school diploma (or GED or high school equivalence certificate). An Associate's degree (or other 2-year degree) is preferred.