

CU Hawaii LLC

Job Title: CU Store Manager

Employment Type: Full-Time

FLSA Status: Exempt

Department: Operations

Reports To: Area Manager

Job Summary

The Store Manager at CU Hawai'i is responsible for the overall leadership, financial performance, and operational excellence of the store. As the highest-ranking leader on site, the Store Manager sets the tone for the culture, oversees compliance with all standards, and ensures that employees deliver exceptional customer service. This role requires a balance of strategic decision-making, hands-on leadership, and community presence. The Store Manager directly impacts the store's success through people development, profitability, and customer loyalty.

Key Responsibilities

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

- Provide overall leadership for all store employees, setting clear expectations and holding staff accountable.
- Recruit, hire, and train Assistant Store Managers and Store Associates to build a high-performing team.
- Conduct regular performance reviews and provide constructive feedback to drive continuous improvement.
- Foster a culture of respect, accountability, and professional growth, ensuring high retention and engagement.
- Manage scheduling and succession planning to maintain consistent operational coverage.

****Operations & Compliance****

- Oversee execution of merchandising, promotions, and seasonal marketing programs.
- Cultivates strong relationships with suppliers to ensure consistent product availability and quality.
- Ensure compliance with cash handling, loss prevention, and CU program initiatives.
- Maintain operational readiness, cleanliness, and safety in compliance with Hawai'i Department of Health standards.
- Conduct audits, operational reviews, and compliance checks to ensure store is inspection-ready at all times.

****Customer Experience****

- Ensure that all customers receive exceptional service during every visit.
- Resolve escalated customer issues with professionalism and urgency.
- Lead by example to create a welcoming, customer-focused atmosphere.
- Promote CU's values and represent the brand at local events when appropriate.
- Holds self and others to high standards for service and store cleanliness.

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

- Drive profitable sales and achieve financial goals.
- Manage store budgets, analyze P&L statements, and implement strategies for sales growth.
- Control labor costs, scheduling, and expense management to maximize profitability.
- Forecast sales and inventory needs to align with business trends and seasonal demand.
- Ensure timely and accurate reporting, ordering, and communication using CU systems.
- Collaborate with Area Manager to set performance goals and track progress.

****Qualifications****

- 2 years retail management experience (convenience store, grocery, or related industry preferred).
- Strong leadership, communication, and interpersonal skills.
- High school diploma or GED required; bachelor's degree preferred.
- Knowledge of retail operations, merchandising, and financial analysis.
- Proficient in Microsoft Word, Excel, and other business management tools.
- Valid Driver's License and automotive liability.
- Ability to multitask, stand, bend, reach, lift 20 lbs. and occasionally lift up to 50 lbs.
- Food handler certification required prior to first shift.
- Flexible scheduling and open availability.
- Self-motivated and able to work independently.

Supervisory Responsibilities

This position is responsible for the supervision and management of all store staff

Education

This position requires a high school diploma (or GED or high school equivalence certificate) and 2 years of previous experience. A Bachelor's degree is preferred.