

Assistant Store Manager

Updated 6/17/10

<p>The Dunn Tire Way</p> <ul style="list-style-type: none"> <input type="checkbox"/> Work Collaboratively between departments and locations to share appropriate information and deliver the best products/services <input type="checkbox"/> Quickly address individuals who hinder our ability to do Dunn Tire behaviors. <input type="checkbox"/> Always demonstrate respect and appreciation when working with others. <input type="checkbox"/> Openly and transparently communicate throughout the company and between locations. 	<p>The People Business</p> <ul style="list-style-type: none"> <input type="checkbox"/> Greet customers with a friendly smile (and voice) and thank them for their business. <input type="checkbox"/> Have a sense of urgency in customer interactions <input type="checkbox"/> Communicate expectations and follow up to ensure delivery of promises. <input type="checkbox"/> Engage in friendly, good-natured interactions with co-workers and customers. <input type="checkbox"/> Demonstrate the ability to relate to co-worker and customer situations when identifying and addressing their needs. 	<p>Building Trust</p> <ul style="list-style-type: none"> <input type="checkbox"/> Take accountability for mistakes and learn from them. <input type="checkbox"/> Talk positively about Dunn Tire to each other and our customers. <input type="checkbox"/> Say what we believe to be true, not just what others want to hear, and do so in a respectful, thoughtful, and timely manner.
<p>Lead By Example</p> <ul style="list-style-type: none"> <input type="checkbox"/> Communicate clear and measurable goals, work to achieve them, and hold ourselves accountable. <input type="checkbox"/> Consistently communicate successes and business updates with employees. <input type="checkbox"/> Listen to and learn from others. <input type="checkbox"/> Do what we say we will in the timeframe established. 	<p>Dunn Right</p> <ul style="list-style-type: none"> <input type="checkbox"/> Be open to and continuously look for change when it is in the best interest of the company and/or customer. <input type="checkbox"/> Prioritize employee and customer needs and work with appropriate urgency while remaining committed to top quality. <input type="checkbox"/> Consistently adhere to and follow company guidelines. 	<p>The Tire Pros</p> <ul style="list-style-type: none"> <input type="checkbox"/> Proactively learn and share knowledge and best practices with employees and customers. <input type="checkbox"/> Explain options to others in ways that they can easily understand. <input type="checkbox"/> Go above and beyond to help others.

Job Description & Statement of Understanding:

Reports to Store Manager. Authority is limited to the application of policies, procedures, and store operations as dictated by the home office and communicated your Area Director. Primary duties include assisting in managing the store, personnel, and achieving store plan. Additional responsibilities include:

- a. You are expected to continually grow in your capabilities in order to do a better job. You are also expected to expand your knowledge of other jobs if you are to be promoted within the organization.
- b. Appearance according to Dunn Tire grooming standards.
- c. Confidentiality Agreement with regard to compensation and information (inventory, pricing, ordering etc.) that is specific to Dunn Tire and its' operations.
- d. Sale leader – Lead by example
- e. Personnel Management – Hiring, training, scheduling and disciplining of store personnel.
- f. Protect company assets (inventory, petty cash, supplies, vehicles etc.).
- g. Accounting functions – Deposit's must be done daily, daily paperwork etc.
- h. Complete accurate inventory counts. That will include following up and correcting any inventory mistakes.
- i. Adhere to all company policies and procedures (Inventory Transfers, Adjustments, Torque Message, Double Check Procedure etc.).
- j. Follow company safety and OSHA procedures (safety glasses, boots, lifting procedures).
- k. Schedule – 5-day workweek with seasonal exceptions (Approx 48 hours). Must be available to work overtime and on my day off when requested. If there is a heavy snowfall on my day off, I will report to work without having to be notified.

I have reviewed, fully understand and agree to promote the Dunn Tires Vision, Mission, and Vision statement. I also understand the job description as listed above. This job description is not all-inclusive and may change as upper management sees fit to service our customers as well as the overall operations.

_____/____/____
Signature