



GENERAL MANAGER IN TRAINING (GMIT)

Job Summary

The General Manager is the leader of a BJ's club. Responsible for leading the operations and profitability of the club, delivering on company strategic priorities, providing market-leading value on merchandise and services, excellent member experience, managing Team Members and developing talent, and ensuring a safe and positive environment and experience for Team Members and Members.

Major Tasks, Responsibilities, and Key Accountabilities

- Effectively leads the team by managing with vision and purpose, clearly communicating and giving direction, and validating results.
- Creates a club culture where team members feel challenged, know how to be successful, are encouraged to do their best, and are recognized for their accomplishments.
- Manages talent and builds a strong bench by encouraging team member growth and development, holding team members accountable, having difficult conversations, and providing honest and actionable feedback.
- Learns quickly and adapts to change. Effectively communicates to team members to enable them to do their jobs effectively by sharing necessary information, explaining the “why’s”, and keeping messaging simple.
- Exhibits strong decision-making capabilities that align with the Company’s strategic priorities and support the achievement of club operational goals and objectives.
- Maintains awareness of local competition and current trends in the retail marketplace.
- Controls operating costs and establishes operational efficiencies.
- Implement new concepts to maximize profitability.
- Embraces the Company’s core values / purpose and ensures team members do the same. Creates a great shopping experience for members that is dedicated to exceeding member expectations.
- Meets planned profit objectives through effective techniques, technological improvements and productivity enhancements. Monitors expenses and adjusts expenditures as necessary to achieve profit objectives.
- Attains planned sales volume through effective supervision of warehouse management and communication with the Home Office.
- Maintains a roadmap for achieving targets in key performance areas designated by Home Office, such as productivity (sales/hours, audit, shrink, turnover).

Qualifications

- 4+ years of experience as a retail store, supermarket, or warehouse operations manager required.
- A strong drive for results and solid work ethic is required. Must be honest, straight-forward and committed to providing high levels of service to members.
- Excellent communication skills required. Must be able to lead and motivate a large team.
- Solid understanding of profit & loss statements, shrink control, staff development, merchandising, customer service, problem solving and conflict resolution required.
- High school diploma and/or college degree preferred.
- Demonstrated leadership capabilities, including managing/supervising cross-functional teams, training team members, and driving and communicating results.
- Open shift availability required.

- At least 18 years of age.
- Must be able to travel to Lancaster, Harrisburg, Reading, and York, PA.

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