

## CCRC, Inc.

**POSITION:** STORE INSTRUCTOR/MANAGER

**CLASSIFICATION:** Non-Exempt (Hourly)

**REPORTS TO:** Employment Services Manager

**DATE UPDATED:** May 5, 2017

### **POSITION SUMMARY:**

Responsible for the daily management of the CCRC Trading Post operations. Execute merchandising plans, maintaining inventory levels, controlling expenses, assisting in management of all areas of Trading Post operations as needed, and ensuring the highest level of customer service throughout the Trading Post. Along with the management responsibilities, Store Instructor/Manager will train and support consumers on Trading Post operations and requirements to ensure contract is fulfilled on a daily basis.

### **PLANNING, DEVELOPING AND IMPLEMENTING:**

1. Develop a marketing and business plan to open a Trading Post.
2. Develop an efficient and effective floor plan for Trading Post inventory and sales.
3. Identify and secure the Trading Post location.
4. Contact Office of Environmental Health (OEH) to review the floor plan and conduct an inspection.
5. Identify building needs and architectural floor plans (storage, electrical needs or modifications, waste removal, etc.)
6. Identify contractors to obtain bids for renovation of the Trading Post.
7. Contact OEH to inspect the Trading Post facility for the Pre-Operational survey.
8. Identify necessary business requirements (i.e. Licenses, Taxation, Environmental Issues, Sanitation Permit, EBT/Women Infant Children (WIC) Permits, Insurance/Bonding, and Facility Modifications etc.)
9. Determine a budget and provide CCRC administration with start-up cost associated with Trading Post operation.
10. Identify distributors or vendors to supply Trading Post with resale products.
11. Identify necessary equipment to operate Trading Post (cash register, freezers, refrigerator, ATM, etc.)
12. Schedule and plan the Grand Opening and other events of the Trading Post.

### **SPECIFIC DUTIES:**

1. Required to ensure the complete operation (open/close) of the Trading Post, Monday to Friday, 8:00am to 4:00pm and on Saturday from 8:00am to 12:00pm. (Hours of work are subject to change)
2. Maintain and monitor Trading Post supplies and equipment on the inventory form.
3. Monitor Trading Post revenue, recommend new ideas and/or make adjustments as needed to increase revenue.
4. Completes the cash sheet from the Trading Post daily sales, then documents and submits cash sheet to CCRC Finance Department.
5. Provide instructions to Job Coach and consumers regarding the Trading Post operations at a variety of learning levels. Such as: Stocking merchandise, cash register operations, customer service, basic janitorial duties, and UPC code scanning devices etc.
6. Responsible to collect data on shrink/loss margins monthly and to submit a shrink/loss report to the Employment Services Manager on a monthly basis.
7. Required to maintain and display current Sanitation Permit for the Trading Post.
8. Promote continuous workplace safety for both consumers, employees and the general public.
9. Responsible to market the Trading Post using different advertising methods, promotions, displays and general marketing.

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10. Assist the Employment Services Manager in developing and implementing an annual budget for the Trading Post.

### **SUPERVISORY DUTIES:**

1. Responsible to supervise and assist the Job Coach.
2. Responsible for orientation of job duties for new employees/consumers within the Trading Post.
3. Supervises the Job Coach and Consumers to ensure customer issues concerning the Trading Post, groceries and/or equipment malfunctions are resolved timely.
4. Monitors the documentation of the consumers' assistive technology inventory and ensures the requests for repairs are submitted.
5. Ensure Individual Specific Training (IST) for the Job Coach is completed as outlined in the Individual Service Plan (ISP).
6. Submits the Teaching and Support Strategies, Semi-Annual Reports, and Quarterly Reports to the Employment Services Manager.
7. Monitors the frequency of the outcomes and action steps as outlined in the Individual Service Plan (ISP) and reviews the documentation of the outcome progress report and submits to the Employment Services Manager monthly.
8. Reviews "Time-In & Out" documentation, checking for accuracy then submits to the Employment Services Manager by the last day of each month.
9. Ensure billing documentation is accurate, complete and submitted weekly, biweekly and monthly. (Weekly for Developmental Disabilities Waiver, Biweekly for Navajo Nation and monthly for State General Fund consumers).
10. Review and maintain a complete and current confidential case file for each consumer to comply with the case file matrix policy.
11. Conducts daily reviews of the Medication Administration Record (MAR), PRN (Pro-Renata) as needed, Short-Term MAR and the Controlled Drug Record, to ensure consumers receive their prescribed medication and to minimize medication errors.
12. Ensure that all receipts (consumers' money request, electronic requisition purchases, and credit cards) are submitted back to the finance department at the end of the day in accordance to accounting policy.
13. Participate as a member of the CCRC Strategic Planning team and Management team.

### **GENERAL DUTIES:**

1. Support the consumers to advocate for themselves in a professional manner within the workplace.
2. Assist and supervise consumers in establishing professional work ethics, social skills and appropriate apparel for work.
3. Demonstrate, organize and motivate consumers during work assignments.
4. Participates as a member of the Interdisciplinary Team (IDT) by attending meetings relating to consumers.
5. Ensure consistent implementation of Written Direct Support Instructions (WDSIs) by providing support or instructions of therapy plans (Speech Language Pathologist, Physical Therapist, Occupational Therapist, and Behavioral Support Consultant).
6. Responsible to know the consumers' overall health, medication, therapy services and personal preferences.
7. Coordinate health care with the health department on the well-being of the consumers.
8. Must be Individual Specific Training (IST) trained for assigned consumers within the employment services program.
9. Ensure a proper shift exchange occurs at 8:00am and 4:00pm with the weekday community living shift and at 8:00am on Mondays from the weekend shift using a communication log. Also

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responsible to conduct proper shift exchange when consumer is assigned to the Trading Post program for a short period of time.

10. Responsible to maintain and report any vehicle or facility concerns to the Employment Services Manager and complete a Facility Repair and Maintenance Request form within 24 hours to expedite maintenance to ensure a safe and healthy work environment.
11. Required to complete and submit CCRC nurse assessment form; ensure the implementation of the prescribed treatment plans; and adhere to the incident reporting procedures, for consumers during an illness.
12. Will attend all required training in accordance to the training policy.
13. Required to abide by the CCRC Medication and Health Policy and the New Mexico Board of Pharmacy Standards and Regulations.
14. Support and chaperone athletes who compete in Special Olympics.
15. Perform other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Ability to supervise and work independently.
2. Ability to make sound judgement and decisions to ensure the Trading Post operates efficiently on a daily basis.
3. Will be knowledgeable of the CCRC Policy and Procedures.
4. Document and submit all required reports in a timely manner.
5. Knowledge of the operation and maintenance of cashier/equipment.
6. Ability to calculate inventory and track sales.
7. Ability to secure and handle cash.
8. Demonstrate exceptional organizational skills.
9. Ability to drive a motor vehicle.
10. Knowledge of internal electronic requisitions purchasing procedures.
11. Provide excellent customer service.
12. Ability to identify and resolve routine operational problems.
13. Ability to read, understand, follow and enforce safety procedures.
14. Basic writing skills are required.

### **PHYSICAL DEMANDS:**

Physical demands must be met by the employee to safely perform the essential functions of this job. Requires heavy physical work; heavy lifting, pushing, or pulling of objects up to 100lbs. The employee is encouraged to use a team-lift when lifting and transferring consumers and/or equipment up to 100lbs. This position requires regular communication, long periods of standing and walking.

### **QUALIFICATIONS:**

1. Bachelor's Degree in Marketing or business related field and/or three years of experience in areas such as customer service, advertising sales and retail sales management
2. Must have a minimum of 1-year experience working with individuals with developmental disabilities or related field.
3. Food Handler Certification
4. Maintain Valid Driver License
5. Must be 21 years of age
6. High School Diploma or GED
7. Able to lift up to 100lbs. and be in good physical condition.
8. Must pass the Employee Abuse Registry Clearance
9. Must pass the Caregivers Criminal History Screening Clearance
10. Bilingual (Navajo/English) preferred

**SALARY RANGE:** \$27,532.68 - \$40,678.30 depending upon experience and qualifications