



**Middletown Rancheria  
of Pomo Indians of California**

## **JOB DESCRIPTION & DUTIES**

**Position: Smoke Shop Working Manager**

**Supervisor: Tribal Council**

**Salary: \$20.00-\$24.00 per hour**

**Shift: Full Time, Monday – Friday, 10 am – 6 pm**

**Position Summary:** Employee will be a dedicated and experienced Smoke Shop Manager to oversee the daily operations of our smoke shop. The ideal candidate will have a strong understanding of tobacco and smoking products, excellent customer service skills, and proven managerial experience. As a Smoke Shop Manager, you will be responsible for managing staff, inventory, sales, and ensuring compliance with all Federal regulations.

### **Operations Management:**

#### **Physically work in the Smoke Shop full time**

- Oversee the day-to-day operations of the smoke shop.
- Ensure smooth functioning of all aspects including sales, inventory management, and customer service.
- Monitor and maintain adequate stock levels of products.
  - Maintain a neat, clean, well stocked work area.
  - Oversee the cleanliness and organization of the shop.
  - Coordinate with maintenance staff for any repairs or improvements needed.
  - Operates the cash register, to accept payment for retail sales, in form of cash, or credit, making correct change as required.
  - Must be able to balance cash register, at closing or end of shift.
  - Ensure proper inventory control by maintaining accurate records of merchandise sold and stock on hand
  - Coordinate with suppliers to ensure timely and accurate replenishment.
  - Conduct regular inventory audits to minimize discrepancies.
  - Maintains excellent grooming habits and personal conduct according to Twin Pine Casino and Hotel standards.
  - Perform other duties as may be required by the position, or as directed by Tribal Council.

### **Staff Management:**

- Recruit, train, and supervise smoke shop staff.
- Create work schedules and ensure adequate staffing levels.
- Provide coaching and development opportunities to staff members.
- Conduct regular team meetings to communicate goals and expectations.

**Customer Service:**

- Provide excellent customer service to ensure customer satisfaction and loyalty.
- Resolve customer complaints and issues promptly and professionally.
- Maintain a welcoming and knowledgeable environment for customers.

**Sales and Marketing:**

- Develop and implement strategies to drive sales and achieve revenue goals.
- Monitor sales trends and adjust inventory and promotions accordingly.
- Implement marketing initiatives to attract new customers and retain existing ones.
- Stay informed about industry trends and customer preferences

**Financial Management:**

- - Prepare and manage the store budget.
- - Monitor financial performance and identify opportunities for cost savings.

**Compliance and Safety:**

- Ensure compliance with federal regulations regarding the sale of tobacco and smoking products.
- Stay updated on changes in tobacco-related regulations and implement necessary adjustments.
- Maintain a safe and clean store environment.
- Implement security measures to prevent theft and ensure safety.

**Reporting:**

- Generate and analyze reports on sales, inventory, and other key performance indicators.
- Provide regular updates to senior management on store performance.
- Provide regular weekly reports to Tribal Council and General Council monthly.

**Physical Demands:**

Prolonged periods of sitting, standing, indoors and outdoors, and ability to lift up to 40 pounds.

**Qualifications:**

- Proven experience as a manager in a smoke shop or similar retail environment.
- Extensive knowledge of tobacco and smoking products.
- Strong leadership and organizational skills.
- Excellent communication and interpersonal abilities.
- Ability to work flexible hours, including evenings and weekends as needed.
- Knowledge of regulatory requirements related to tobacco sales (preferred).
- Proficient in Microsoft Office and point-of-sale systems
- Education and Experience:
  - High school diploma or equivalent;
  - Previous experience in retail management, particularly in a smoke shop or related field.

If you believe you have the qualifications and skills to excel in this role, we invite you to apply and become an integral part of our Tribal Smoke Shop team.

I have read and understand the Job Description of the Tribal Smoke Shop Manager position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tribal Council

\_\_\_\_\_  
Date