

JOB DESCRIPTION – STORE MANAGER

Reports to: District Manager/General Manager

Date: 6/01/03

Summary: To represent the Company with honesty, enthusiasm and professionalism in all areas of customer service. The primary focus of daily business is to satisfy all customers needs and desires within the scope of company policies, procedures, and product line. Manages rental store engaged in renting and/or selling specific, related, general lines of merchandise and videos by performing the following duties personally or through subordinates.

Essential Duties And Responsibilities (Other Duties May Be Assigned):

Assists customers in all aspects of store services, handles complaints and inquiries.

Prepares work schedules and assigns employees to specific duties.

Trains and supervises employees in all areas required to operate store.

Will perform work of subordinates as needed.

Practices and ensures time utilization in all departments.

Ensures all banking is completed according to company policy (timely, correct, daily, and no more than \$1,000 in drawer at any time).

Responsible for all cash control and any reconciliation of problems that may arise.

Prices merchandise in a correct and timely manner.

Maintains and updates price book.

Coordinates sales promotions with the aid of the ad copy and other company info.

Maintains pre-set inventory levels.

Accomplishes weekly inventories on rental/video product and reconciles any problems in a timely manner.

Ensures all paperwork/reports/orders are completed in a timely manner and mailed, faxed, or filed away in its proper location.

Troubleshoots merchandise before sending to repair and item is properly tracked when going to or coming back from repair.

Ensures all merchandise being transferred is in its proper location and tagged.

Achieves company standards in collections, charge offs, delivery/pickup ratio, bor and customer growth, projection, profits, dollars per man hour, and rental revenue.

Performs follow up calls on deliveries, pay offs, or pickup accounts as required.

Verifies delivery invoice with drop ships before delivery truck leaves the location.

Ensures compliance of employees with established security, sales, record keeping, and employee handbook policies.

Represents company in court in a professional and courteous manner.

Works required shifts and days as set by the District Manager or General Manager.

Ensures store is open its set operational days and hours.

Ensures store and vehicles are locked and secured each night.

Drives company vehicle to perform deliveries, pickups, collections, or store errands.

Ensures company vehicle and store is properly maintained inside and out.

Obeys all traffic laws (employee is responsible for speeding tickets).

Attends and participates in all managers meetings

**Maintains a professional and working relationship with all employees. Does not fraternize with employees.
Is receptive to change.**

Supervisory Responsibilities: Is responsible for the overall direction, coordination, and evaluation of the Collection, Delivery, and Sales Departments. Supervises between 2 to 8 employees in accordance with the organizations policies and applicable laws. Responsibilities include the interviewing, hiring, training, planning and assigning tasks, rewarding, disciplining, termination, reviews, addressing complaints and resolving problems with employees. Carries out payroll responsibilities in accordance with the organizations policies and applicable laws. Maintains a working relationship with subordinates.

Qualifications: To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

Must possess a positive professional image consistent with company standards.

Must have at least high school diploma or GED

Prefer previous management experience

Must maintain valid drivers license at all times and be insurable

Prefer someone who can operate a standard or automatic vehicle

Must be able to pass D.O.T. physical (if required in that location)

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals

Ability to write routine reports and correspondence

Ability to speak effectively before customers, employees, or groups of people

Ability to add, subtract, divide, or multiply whole numbers and decimals

Ability to apply basic math using units of American money

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists

Physical Demands: While performing the duties of this job, the employee is required to stand, walk, reach, and hold. Occasionally he/she may have to sit, crawl, stoop, kneel, climb, or balance. Employee must frequently lift and/or move more than 75 lbs with the aid of another employee or a hand cart.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee may occasionally be exposed to outside weather conditions. The noise level of this environment is usually moderate.

Pre-Employment Testing: The Company will not hire any applicant who tests positive on a pre-employment drug test and who can not produce an alternate medical explanation for the test result. In addition, the Company will not hire any applicant who refuses to be tested for drugs.

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JOB DESCRIPTION – ACCOUNT MANAGER

Reports to: Store Manager/District Manager

Date: 6/01/03

Summary: To represent the Company with honesty, enthusiasm, and professionalism in all areas of customer service. The primary focus of daily business is to satisfy all customers needs and desires within the scope of company policies, procedures, and product line. Represents and supports management in the daily operation of a rental store. Helps to direct and coordinate activities of workers engaged in the processing of rental orders, delivery of merchandise, collection of delinquent accounts by performing the following duties personally and through subordinates.

Essential Duties and Responsibilities (Other Duties May Be Assigned):

Assists customers in all aspects of store services, handles complaints and inquiries. Works required shifts and days as set by the Company or store manager. Nights and week ends are part of the shifts and hours required.

Prepares and reviews collection reports to ascertain status of collections and balances outstanding.

Delinquent accounts are contacted on a regular basis by phone, mail, and/or visit.

Keeps manager informed of troublesome and/or uncollectible accounts.

Represents the Company in court (if asked) in a professional and courteous manner.

Recommends rental limitations on customer accounts and special payment arrangements and deviations from standard terms of payment.

Aids in reaching appropriate percents of all accounts by Saturday close.

Aids in reaching appropriate delivery to pickup ratio standards, charge off levels, projection percentage, customer growth, and bor growth.

Aids in providing appropriate training of all employees regarding accounts and rental procedures.

Aids in the daily planning, follows up on deliveries, and service of merchandise.

Aids in the updating of customer's personal information.

Paperwork is completed and filed in proper location or sent to proper location.

Assists with the daily banking procedures.

Drives company vehicle to perform deliveries, pickups, service of merchandise, collections, or store errands.

Obeys all traffic laws (employee is responsible for speeding tickets).

Ensures vehicles are locked and secured each night.

Collects money from customers and explains rental agreement before merchandise is brought into the home, sets up and demonstrates features of merchandise.

Performs routine preventative maintenance on company vehicle.

Reports all work related injuries and work related safety hazards to the store manager immediately.

Attends and participates at all Company or store meetings.

Receptive to change.

Supervisory Responsibilities: Carries out supervisory responsibilities in accordance with the Company's policies and applicable laws. Responsibilities include training employees, planning, assigning, directing work, following up and addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Prefer high school diploma or GED.

Prefer related experience and/or training.

Prefer someone who can operate a standard or automatic vehicle.

Must maintain a valid drivers license at all times and be insurable.

Must be able to pass a DOT physical (if required at that location).

Ability to read and interpret documents such as maps, and product manuals.

Ability to read, write, and comprehend simple instructions, and memos.

Ability to speak effectively before customers, employees, or groups of people.

Ability to add, subtract, divide, or multiply whole numbers and decimals.

Ability to apply basic math using units of American money.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several variables in standardized situations.

Must possess a positive professional image consistent with company standards.

Physical Demands: While performing duties of this job, the employee is required to stand, walk, reach, and hold. Occasionally he/she may have to sit, crawl, stoop, kneel, climb, or balance. Employee must frequently lift and/or move more than 75 lbs with the aid of another employee or a hand cart.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee may occasionally be exposed to outside weather conditions. The noise level of this environment is usually moderate.

Pre-Employment Testing: The Company will not hire any applicant who tests positive on a pre-employment drug test and who can not produce an alternate medical explanation for the test results. In addition, the Company will not hire any applicant who refuses to be tested for drugs.

JOB DESCRIPTION – DELIVERY

Reports to: Store Manager

Date: 6/01/03

Summary: To represent the Company with honesty, enthusiasm and professionalism in all areas of customer service. The primary focus of daily business is to satisfy all customers needs and desires within the scope of company policies, procedures and product lines. To represent and support management in the daily operations of a rental store. Delivers merchandise from rental store to customer in a safe and timely manner by performing the following duties:

Essential Duties And Responsibilities (Other Duties May Be Assigned):

On a daily basis, drives company vehicle for deliveries, pickups, service of merchandise, and running of store errands.

Responsible for routine preventive maintenance on company vehicle.

Obeys all motor vehicle laws. Employee is responsible for speeding tickets.

Collects money from customers and explains rental agreement before merchandise is brought into home.

Promotes store in a professional way when out on company business.

Accomplishes deliveries, pickups, and servicing of merchandise in a timely manner.

Assists in greeting customers within 10 seconds of entering store.

Assists in thanking and inviting customers back as they exit store.

Assists in locating product for customer at other locations.

Assists in answering phone in a professional and courteous manner.

Assists with product or movie inventory when needed.

Completes paperwork and files in proper location, or sends to proper location.

Aids in collection process as directed.

Take rental and movie payments, rents and returns movies.

Unloads, unpacks, and effectively sets up and demonstrates features of merchandise.

Assists with upkeep of store, building, and grounds, cleans product.

Performs minor repairs and checks out merchandise to be serviced before sending it to repair.

Reports all work related injuries and work related safety hazards to the store manager immediately.

Works required shift or days as set by the Company or store manager. This may include nights, week ends, or holidays.

Attends and participates in all store meetings, is receptive to change.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed on next page are representative of the knowledge, skill, and/or ability required.

Prefer high school diploma or GED.
Prefer related experience and/or training.
Prefer someone who can operate a standard and automatic vehicle.
Prefer someone with customer service and computer experience.
Must maintain a valid driver's license at all times and be insurable.
Must be able to pass a DOT physical (if required at that location).
Must possess a positive professional image consistent with company standards.
Ability to read and interpret documents such as maps, product manuals.
Ability to read, write, and comprehend simple instructions and memos.
Ability to speak effectively before customers, employees, and small groups of people.
Ability to add, subtract, divide, and multiply whole numbers and decimals.
Ability to apply basic math using units of American money.
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
Ability to deal with problems involving several variables in standardized situations.

Physical Demands: While performing the duties of this job, the employee is required to stand, walk, reach, and hold. Occasionally he/she may have to sit, crawl, stoop, kneel, climb, or balance. Employee must frequently lift and/or move more than 75 lbs with the aid of another employee or a hand cart.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee may occasionally be exposed to outside weather conditions. The noise level of this environment is usually moderate.

Pre-Employment Testing: The Company will not hire any applicant who tests positive on a pre-employment drug test and who can not produce an alternate medical explanation for the test result. In addition, the Company will not hire any applicant who refuses to be tested for drugs.