



Assistant Store Manager Trainee

Job Classification		
System Job Title: Assistant Store Manager Trainee		Creation Date: 1/15/2012
		Version: 11/7/2016
Compensation Code: 24878	FLSA Status: Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>	
EEO Code:		
Division: Pharmacy and Retail Operations	Band/Cluster N/A	
Department: District Management	Job Family	
Job Relationships / Levels:		
Reports to: Store Manager Supervises: Directly – None Indirectly – Store Team Members		
Other Major Relationships: Maintains good working relationships & actively cooperate with Pharmacy Manager & staff, Healthcare Supervisor, HealthCare Clinic team members, Operations Trainer, Asset Protection, senior management, & other Company & outside associates to ensure the objectives of the store, district, market, & company are achieved.		
Supervisory Responsibilities: No <input checked="" type="checkbox"/> Yes <input type="checkbox"/>		
<input type="checkbox"/> Entry Level	<input type="checkbox"/> Manager without Direct Reports	<input type="checkbox"/> Executive
<input type="checkbox"/> Individual Contributor	<input type="checkbox"/> Manager with Direct Reports	<input type="checkbox"/> Senior Executive
<input type="checkbox"/> Team Leader	<input type="checkbox"/> Director	<input checked="" type="checkbox"/> Field Team Member

Job Objectives
Under the direction of the store manager, oversees the operation of a Walgreen store. Assumes full management responsibility in the absence of the store manager and assistant store manager.
Improves store sales, profitability and image through proper merchandising, protection of store assets, supervising team members in the absence of the store manager, and modeling and delivering a distinctive and delightful customer experience.
Completes Drug Store Management training program during specified timeframe.

Job Responsibilities/Tasks
Customer Experience
Monitors and analyzes the customer service provided by team members. Offers feedback and coaching.
Greets customers and clinic patients, and offers assistance with products and services.
Models and shares customer service best practices with all team members to deliver a distinctive and delightful customer experience, including interpersonal habits (e.g., greeting, eye contact, courtesy, etc.) and Walgreens service traits (e.g., offering help proactively, identifying needs, servicing until satisfied, etc.).
Resolves customer complaints and helps respond to customers' special needs.
Operations
Supervises operation of the store and team members, opening/closing/changing shifts, and task delegation to team members.
Supervises the control of the store money including register counts, withdraws from bank, armored car pickups, safe



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deposits, change orders and oversees all aspects of bookkeeping including ledger, invoices, cash reports and time records.
Performs and supervises merchandising by planning and ensuring the implementation, sets, resets and revisions of basic department and end stands, display tables, and promotional space, using multiple discount pricing, signs, advertising, promotional items, seasonality, etc.
Learns to analyze inventory trends and supervises inventory management, including ordering items, keeping stock, and liquidating stock and leveraging company resources to avoid outs and overstock.
Supervises receiving, stocking, pricing, returning, and transferring of merchandise.
Ensures that store/grounds are clean and presentable; manages repair and maintenance; responds to emergencies.
Supervises operations of assigned location including strict compliance with any and all applicable laws and regulations, including but not limited to the sale of alcohol, tobacco, fresh food, and pharmacy products.
Maintains knowledge of all computer and technology systems and software (e.g. registers, StoreNet, etc. Ensures response to all systems problems by contacting information technology support and seeking solutions.
Complies with all company policies and procedures; maintains respectful relationships with coworkers.
Completes special assignments and other tasks as assigned, including assisting team members as needed.
Business Performance Management
Receives exposure to analysis of financial & performance data for the store, pharmacy and clinic.
Reviews and analyzes asset protection data and develops and implements action plans to reduce loss.
People & Performance Management
Supervises team members by assigning tasks, setting expectations, and providing feedback.
Ensures training of team members; provides coaching and mentoring.
Issues constructive discipline and makes discipline recommendations.
Promotes teamwork and motivates team members by establishing expectations, tracking results, showing enthusiasm and sharing vision.
Ensures compliance with all corporate policies, applicable employment laws, and is consistently fair in the treatment of all team members.
Training & Personal Development
Participates in company and on-the-job training to improve skills and productivity and attends training requested by Store Manager, District Management, and corporate leaders.
Follows performance improvement plans offered by Store Manager and District Manager.
Seeks self-development by monitoring own performance, setting high personal standards, learning about the fields of retail, pharmacy and management, seeking best practices.
Obtains and maintains valid PTCB certification or pharmacy license as required by state.
Communications
Communicates regularly with team members through one-on-one discussions, group meetings, soliciting input, answering questions, and ensuring communication is open between management and non-management team members.
Assists Store Manager in planning and attending community events.

Basic Qualifications & Interests (BQIs)

High School Diploma/GED (internal candidates); Bachelor's Degree prior to position start date or High School Diploma/GED and one year of retail supervisory experience (external candidates and CMI Candidates).

"Achieving expectations" rating on last performance review and no written disciplinary actions in the last 12 months (internal candidates only).

Must be fluent in reading, writing, and speaking English.

Willingness to work flexible schedule including extended days, evenings, and weekend hours.

Preferred Qualifications & Interests (PQIs)

Bachelor's Degree/GED and 1 year of retail supervisory experience.

PTCB Certification

Prior retail supervision experience.



Assistant Store Manager Trainee

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Beauty Consultant

Job Classification		
System Job Title: Beauty Consultant		Creation Date: 11/30/15
		Version: 11/18/16
Compensation Code: 27267	FLSA Status: Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>	
EEO Code:		
Division: Pharmacy and Retail Operations	Band/Cluster – N/A	
Department: Pharmacy and Retail Operations	Job Family	
Job Relationships/ Levels:		
Reports to:	Store Manager	
Indirectly:	Beauty Area Expert	
Supervises:	None	
<input type="checkbox"/> Entry Level	<input type="checkbox"/> Manager without Direct Reports	<input type="checkbox"/> Executive
<input type="checkbox"/> Individual Contributor	<input type="checkbox"/> Manager with Direct Reports	<input type="checkbox"/> Senior Executive
<input type="checkbox"/> Team Leader	<input type="checkbox"/> Director	<input checked="" type="checkbox"/> Field Team Member

Job Objectives
Maximizes sales and brand awareness by providing exceptional customer care to all customers in a friendly, efficient, and professional manner; gives impartial, personalized, expertise and advice regardless of brand and budget.
Demonstrates a passion for beauty and provides inspirational beauty knowledge and know-how.
Provides customers with solutions for their beauty needs, including mini-makeovers and skincare consultations, with an emphasis on the customers' total look.
Models and delivers a distinctive and delightful customer experience.
Oversees and maintains overall beauty department standards.

Job Responsibilities/Tasks
Customer Experience
Engages customers by greeting them and offering assistance with products and services. Resolves customer issues and answers questions to ensure a positive customer experience.
Models and shares customer care best practices by proactively offering assistance, asking questions to determine customers' needs, and informing customers of options.
Greets, listens, and engages customers to identify their needs, making them aware of appropriate products and services, and providing warm transfers to other areas of the store when necessary.
Provides expertise in product demonstrations and consultations utilizing tools such as the Matchmade Device, Skin Hydrometer, and tablet.
Leads and delivers in-store events to promote brand awareness and loyalty of Owned Brands and total Beauty/Personal Care.
Builds relationships with customers; provides authentic closure of customer interaction and builds and fosters relationships.
Engages with omni-channel solutions to enhance customer engagement/experience.
Locates products in other stores or online if unavailable in the store.
Operations



Beauty Consultant

Achieves or exceeds predetermined sales goals by assisting customers in the purchase of products and by modeling exceptional customer care.
Reviews scorecard on a regular basis to understand performance within store and district; partners with store leadership and BAE to create improvement goals.
Consistently focuses on link-selling and up-selling with customers by showing them sale items and complimentary offerings.
Uses testers and sampling to demonstrate product application and leverage items from beauty promotional programs.
Ensures testers are stocked and maintained in compliance with hygiene standards; maintains a clean and organized department.
Implements company asset protection procedures to identify and minimize profit loss.
Processes sales for customers and/or employee purchases on cash register.
Participates in meetings and conference calls concerning programs and promotions, new items, brand launches, sales goals, and modeling exceptional customer care.
Has working knowledge of store systems and store equipment.
Ensures compliance with state and local laws regarding regulated products (e.g., alcoholic beverages and tobacco products).
Complies with all company policies and procedures; maintains respectful relationships with coworkers.
Completes special assignments as assigned.
Training & Personal Development
Seeks self-development by monitoring own performance, setting high personal standards, maintaining awareness of beauty trends, learning from others, and improving job performance.
Maintains knowledge of competition, new product/brand launches, and overall industry trends.
Attends and participates in meetings, seminars, and other knowledge and business-driving opportunities; educates store team on new beauty updates, information, and learnings from training.
Attends assigned training and completes all learning modules.
Maintains professional appearance and image in compliance with company guidelines at all times.
Models and shares behavior with other Beauty Consultants; provides training and assistance to new Beauty Consultants.
Works collaboratively with the Beauty Area Expert to review goals and maintain product knowledge.

Basic Qualifications & Interests (BQIs)

High School Diploma/GED and at least one year of experience working in a retail sales environment that required meeting a defined sales goal OR at least one year of experience proactively selling beauty or cosmetic products and providing customer care.
Experience in developing ways to accomplish goals with little or no supervision, depending on oneself to complete objectives and determining when escalation of issues is necessary.
Knowledge of products and brands in order to engage and meet the needs of the customer.
Experience establishing & maintaining relationships with individuals at all levels of the organization, in the business community & with vendors.
Experience building and maintaining relationships within a team.
Basic level PC/tablet skills.
Requires willingness to work flexible schedule including evenings, weekends, and holidays.
Must be fluent in reading, writing and speaking English. (Except in Puerto Rico)

Preferred Qualifications & Interests (PQIs)

Licensure in Cosmetology or as an Esthetician as granted by appropriate state licensing authority.
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Beauty Consultant

Experience demonstrating makeup application and providing makeovers to customers.
Experiencing selling Prestige brands.
Degree from Beauty School.
Experience with another retailer in the form of an Externship.

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Pharmacy Technician

company policy. Reviews and complies with the Walgreen Co. Pharmacy Code of Conduct.
Performs duties as assigned by Pharmacy Manager, Staff Pharmacist and Store Manager including utilizing pharmacy systems to enter patient and drug information, ensuring information is entered correctly, filling prescriptions by retrieving, counting and pouring pharmaceutical drugs, verifying medicine is correct, and checking for possible interactions. Assists pharmacists in scheduling and maintaining work flow.
Reports, immediately, prescription errors to pharmacist on duty and adheres to Company policies and procedures in relation to pharmacy errors and the Quality Improvement Program.
Strictly adheres to the Walgreen Co. policy regarding Good Faith Dispensing during all applicable prescription dispensing activities.
Responsible and accountable for registering all related sales on assigned cash register, collects and handles cash as required. Takes customer to OTC aisle when possible to assist in locating products.
Handles telephone calls that do not require personal attention of the pharmacist, including those to physicians.
Processes (corrects and resubmits) manual claims for third party program prescription services in a timely and efficient manner, and performs other clerical duties, as assigned by the Pharmacy Manager.
Assists and supports Pharmacy Department on inventory management activities, such as, ordering, unpacking, checking and storing shipment of pharmaceuticals. Maintains knowledge of Company asset protection techniques, and files claims for warehouse overages (merchandise received, but not billed), shortages (merchandise billed, but not received), order errors or damaged goods involving Rx drugs.
May assist pharmacist in administering clinical services including the collection and proper labeling of blood/urine samples from patients and other clinical services as required; assists pharmacy staff in coordination of clinical services, Walgreens healthcare clinics and external providers.
Assists Pharmacy Manager and Staff Pharmacist in developing and maintaining good relationships with the local medical community, including physicians, nurses, and other health care providers, by medical provider detailing and outreach to health groups, retirement homes, nursing homes, and other forums for enhancing growth opportunities.
Assists with exterior and interior maintenance by ensuring the Pharmacy Department is stocked with adequate supplies, clean, neat and orderly in condition and appearance.
Complies with all company policies and procedures; maintains respectful relationships with coworkers.
Completes special assignments and other tasks as assigned.
Training & Personal Development
Earns and maintains PTCB certification through the designated PTCB training program and/or state required certification/registration. Otherwise, earns PTCB certification as condition of promotion to senior technician.
Attends training and completes PPLs requested by Manager and acquires continuing education credits. Maintains knowledge and skill in healthcare and pharmacy, including latest news and developments.

Basic Qualifications & Interests (BQIs)

Must be fluent in reading, writing, and speaking English. (Except in Puerto Rico)

Requires willingness to work flexible schedule, including evening and weekend hours.

Preferred Qualifications & Interests (PQIs)

Prefer six months of experience in a retail environment.

Prefer to have prior work experience with Walgreens.

Prefer good math skills so they can fill prescriptions accurately, including counting, measuring and weighing medications.



Pharmacy Technician

Job Classification	
System Job Title: Pharmacy Technician	Creation Date: 8/5/1985
	Version: 06/27/2016
Compensation Code: 1480, 3901, 5311	FLSA Status: Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
EEO Code:	
Division: Pharmacy and Retail Operations	Band/Cluster – N/A
Department: District Management	Job Family

Job Relationships / Levels:		
Reports to:	Directly: Pharmacy Manager Indirectly: Store Manager Staff Pharmacist	
Supervises:	None	
Other Major Relationships:	Maintains good working relationships and actively cooperates with Shift Lead, Assistant Manager Trainee, Assistant Manager, Healthcare Supervisor, Pharmacy Services Department and other Company and outside associates to ensure the objectives of the department and Company are met.	
<input type="checkbox"/> Entry Level	<input type="checkbox"/> Manager without Direct Reports	<input type="checkbox"/> Executive
<input type="checkbox"/> Individual Contributor	<input type="checkbox"/> Manager with Direct Reports	<input type="checkbox"/> Senior Executive
<input type="checkbox"/> Team Leader	<input type="checkbox"/> Director	<input checked="" type="checkbox"/> Field Team Member

Job Objectives
In accordance with state and federal regulations, assists the pharmacist, under direct supervision, in the practice of pharmacy. Assists the pharmacist in the performance of other Pharmacy Department duties in accordance with Company policies and procedures.
Responsible for using pharmacy systems to obtain patient and drug information and process prescriptions. If PTCB certified, assists with and coaches pharmacy technicians in the operation of pharmacy systems and cashiers in the operation of the pharmacy cash registers.
Models and delivers a distinctive and delightful customer experience.

Job Responsibilities/Tasks
Customer Experience
Engages customers and patients by greeting them and offering assistance with products and services. Resolves customer issues and answers questions to ensure a positive customer experience.
Models and shares customer service best practices with all team members to deliver a distinctive and delightful customer experience, including interpersonal habits (e.g., greeting, eye contact, courtesy, etc.) and Walgreens service traits (e.g., offering help proactively, identifying needs, servicing until satisfied, etc.).
Develops strong relationships with most valuable customers.
Operations
Under the supervision by the pharmacist, assist in the practice of pharmacy, in accordance with state, federal, and



Pharmacy Technician

Prefer good computer skills.
Prefer the knowledge of store inventory control.
Prefer PTCB certification.

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