

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 008009
Grade 21
FLSA: E**

LIQUOR STORE MANAGER

DEFINITION OF CLASS:

This is supervisory retail sales work directing the operations of a County liquor store. Contacts are with subordinate employees to assign and coordinate work and resolve operating problems and with management employees to provide and receive information. This class of work requires an employee to provide direct public service or assistance on a sustained basis.

An employee in this class is responsible for scheduling and assigning personnel, ordering merchandise, maintaining inventory records, preparing operating reports, and ensuring compliance with applicable Federal, State, and County laws, rules and regulations and Departmental policies governing store operations and the sale of alcoholic beverages. Employees work a varied schedule in order to provide supervision during the hours of store operations; when not on duty, the employee may be on call in the event of emergencies. The employee supervises the work performed by a group of employees in order to ensure the efficient operation of the liquor store. Guidelines consist of Department policies and procedures and applicable alcoholic beverage laws and regulations. The employee may deviate from existing guidelines in order to respond to unusual or non-standard situations. An incumbent works independently; only unusual situations or problems are referred to higher level management for assistance. Work is evaluated for conformity to Department policies and procedures, efficiency of store operations, and for resolution of problems and complaints. The complexity of the work is characterized by the number of variables to be considered and evaluated in planning efficient store operations, solving staffing problems and resolving customer complaints. The work of the incumbent affects the efficiency of the Department's retail operations. Work is performed in a store environment and requires long hours of standing and frequent movement and involves exposure to abusive, aggressive and unpredictable behavior from the general public in a work location to which the public has unrestricted, open access. An employee occasionally lifts cases of beer, wine and liquor weighing up to fifty (50) pounds and may infrequently lift merchandise weighing up to one-hundred (100) pounds.

EXAMPLES OF DUTIES: (Illustrative Only)

- Schedules work assignments and provides general supervision over the activities of employees.
- Trains new personnel in operating procedures and Departmental policies and procedures.
- Maintains prompt and courteous service to customers and good relations with the general public.
- Orders, receives, stores, and accounts for merchandise.
- Maintains control and sales records, including daily sales summaries, periodic inventories, and a perpetual inventory.
- Ensures that store layout and arrangement of merchandise promotes sales; recommends merchandising approaches and specials.
- Supervises the stocking of merchandise.
- Accounts for stock and money shortages.

- Enforces all measures designed to ensure the security of the store.
- Maintains the store in a clean and orderly condition.
- Performs the duties of subordinate store employees as required to maintain effective service to the public, including unloading of cases weighing up to 50 pounds.
- Prepares budget requests.
- May interview and select prospective employees.
- Prepares personnel evaluation forms and provides employee counseling.
- May serve on various liquor committees.
- May train or evaluate new or experienced managers in specific procedures, policies and marketing techniques.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of the types and brands of merchandise sold.
- Considerable knowledge of the policies, procedures, rules, and regulations prescribed for the operation of a County Liquor Store.
- Considerable knowledge of Federal, State, and County laws and regulations relating to the sale of alcoholic beverages.
- Considerable knowledge of the principles and methods of retail store management, including the handling of stock, preparing sales reports, and maintaining a perpetual inventory.
- Ability to perform mathematical computations and maintain sales inventory and other records accurately and legibly.
- Ability to operate cash registers, adding machines, and other equipment necessary to perform the duties and responsibilities of position.
- Ability to supervise the work of others.
- Ability to deal tactfully and effectively with people.
- Must have attained minimum age required by Maryland State Law to handle alcoholic beverages.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience in liquor store retail operations, including one (1) year of experience as a Liquor Store Assistant Manager.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Ability: Ability to independently move by lifting and/or pushing single and case items weighing up to one-hundred (100) pounds.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with Drug Screen.

Class Established: November 1978

Revised: July 1979

February 1980

June 1983

September 1985

March 1989

Classification Study: June 1993 (M)

June 1999

April 2010

August 2013

Medical Protocol per OMS Review: August 2022