



STORE MANAGER'S JOB DESCRIPTION

- Focus on reaching the store sales goal.
- Assist with the marketing campaign to recruit clients for your store.
- Responsible for making sure the Mascot is outside recruiting people and passing out flyers.
- Responsible for making sure the flag is outside in front of the store at all times.
- Make sure the store is cleaned up at the end of each business day (**Review the Tax Expert Cleaning Form for cleaning details**).
- Responsible for scheduling any and all employees at your store location and making sure all shifts are equip with the right amount of employees to complete each and every work day.
- Complete a quality control on each file and make sure the file is 100% complete prior to releasing the client check (**Review Tax Expert client checklist**).
- Responsible for reviewing the employee timesheet/hours and making sure your store payroll is completed on or by Monday at 5:00 PM the week the employee is scheduled to receive his or her check.
- Make sure everything in the office is operable and running.
- Make sure the administrative assistant keep all the clip boards stocked with the tax forms.
- Make sure the administrative assistant or the employees are answering the phone at all times and forwarding the messages to the correct employee.
- Responsible for making sure all the incoming traffic is logged in on the Marketing Traffic form as well as in the Crosslink database correctly and place the completed forms in the Marketing Traffic Form binder.
- Responsible for making sure the store open and close on-time daily.
- Make sure the supplies are stocked accordingly and complete a supply form weekly or as needed.
- Make sure the supply room is maintained, straighten out and clean at all times.
- Resolve any and all conflicts that may arise within your store between the tax payer and the tax preparers.
- Transmit any and all completed tax returns.
- Responsible for making sure each tax preparer that is employed at your store has a PTIN number.
- Responsible for making sure each tax preparer information is in the Cross Links system to prepare taxes.
- Turn in a weekly count with the number of clients that were processed.
- Assist the tax preparers with any tax returns they need assistance on.
- Responsible for inputting the tax payer banking information into Cross links for direct deposit.
- Responsible for making sure the referee receive their referral check and forwarding the form to the administrative assistant to fax over to Annetta Powell at (248)-856-0629.
- Responsible for trouble shooting and problem solving within your store you are responsible for.
- Responsible for assisting the executive assistant with hiring employees for each tax location.
- Responsible for managing the store as well as the employees in the store.
- Responsible for employees performance reviews at your store every other year.