



Located in **Sakura Novi**
42768 Grand River Avenue
Suite C-140, Novi, MI 48375

klawsomenovi.com

Job Title: Assistant Store Manager - Klawesome!

About Klawesome!

Klawesome! is Michigan's first stand-alone claw machine arcade, offering a unique and exciting experience where customers can test their skills to win kawaii-style plushies from vibrantly colored claw machines. These prizes can then be traded up for larger andrarer stuffed animals and anime figurines. We are a family-owned local business based in Novi, Michigan, inspired by the popular arcades in Asian countries.

Job Type: Full-time or part-time

Starting: July 2025 in-store

Position Summary:

The Assistant Manager (AM) is responsible for the successful day-to-day performance of the store under the guidance of the General Manager (GM), with accountability for:

- Performing/training store associates on operation duties
- Delivering exceptional customer service
- Achieving store financial targets
- Performing all GM responsibilities in the absence of the GM

Key Responsibilities:

The key responsibilities in this job description are not all-inclusive of this job's duties. Reliable and dependable attendance is required.

- **Training:** Train store staff on company policies, procedures and operation standards. May develop associates to higher levels for future career progression and identify their own successor. Specifically train employees on POS systems and claw machine repair. (*Training provided.*)
- **Recruitment:** Assist GM with recruiting store associates to ensure the store is well staffed.

- **Operations:** Uphold high operations standards. Under the guidance of the GM, oversee the day-to-day performance. Assign responsibilities to store associates to ensure a smooth operation. In the absence of the GM, perform all GM responsibilities.
 - **Associate Relations/Work Safety:** Promote a safe and empowering environment for the team. Propose ways to improve processes, bring associate relations and work issues to the attention of the GM. In the absence of the GM, handle disciplinary actions and performance management.
 - **Exceptional Customer Experience:** Build strong relationships/emotional connection with customers. Assist GM in delivering an exceptional customer experience at the store, performing associate duties as needed. Maintain a clean, safe and sanitary store environment in compliance with operations standards. Handle customer complaints.
 - **Brand Awareness:** Assist GM in executing local marketing initiatives to enhance brand awareness. Ensure effective implementation of new products according to company standards. Assist GM in implementation of promotional strategies to attract and retain customers.
 - **Financial Results:** Share responsibility with GM for achieving store financial results. Ensure cash handling procedures are followed and labor is within budget.
 - **Administration:** Assist GM in completion of financial and inventory reports and other administrative duties as requested. Perform cash register opening and closing procedures.
 - **Supervise** and other employees on all aspects of store operations, customer service standards, and company policies and procedures. Provide feedback, development and ensure team members are proficient in their roles and identify opportunities for their career progression.
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Qualifications:

- High school diploma required; associate's degree preferred
 - Prior operations and retail management experience, or a similar leadership role, preferred
 - Thorough knowledge of all operations policies, procedures and practices
 - Knowledge of industry and market competitions
 - Knowledge of labor law
 - Understanding of financial measures and performance
 - Strong people, communication, listening, training and assessment skills
 - Ability to take inventory correctly
 - Ability to perform small repair/maintenance of store equipment
 - Ability to embrace change and pursue continuous learning
 - Interest in Kawaii, Anime and Asian culture
 - Ability to work flexible hours, including weekends and holidays, as needed.
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Compensation: \$17-\$20/hr + performance-based bonus tied to store sales.

Hours: Hours are flexible, 15-30h/week. Must be willing to work some weekends and holidays.
Tentative Store Hours: Monday- Closed, Tuesday/Wednesday/Thursday: 3-9 p.m., Friday: 3-10 p.m., Saturday: 12-10 p.m., and Sunday 12-8 p.m

How to Apply:

Interested candidates are invited to apply using our form:

<https://forms.gle/m2XQHFELi3cmVGCw6>

EEO, At-Will & Job Description Disclaimer

Klawson! is an equal opportunity employer that abides by all Federal, State, and local employment laws. All employment is at-will, meaning that it can be terminated by either the employee or the company at any time, with or without cause or notice. This job description is not a contract and is subject to change at any time, with or without notice, at the discretion of the company. We are committed to providing reasonable accommodations to qualified individuals with disabilities. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Work Environment

This job operates in a fast-paced customer-facing retail environment. This role routinely uses standard retail equipment such as computers, point of sales systems, cash registers, phones, and printers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. Employees will be regularly asked to carry/lift boxes of 60 pound or more. The employee must be able to complete physical requirements of the job including standing for extended periods of time, walking/moving around, lifting and carrying, reaching, bending, stooping, kneeling, climbing steps/ladders and pushing/pulling merchandise in carts/pallets.