



Store Supervisor JOB DESCRIPTION

JOB TITLE: Store Supervisor
DEPARTMENT: Retail Sales
REPORTS TO: Store Manager, Director of Retail Sales

SUMMARY: Provides customer service, product knowledge and sales support for fellow team members and customers that are consistent with the company's standards and expectations. Strives to achieve the store and company's goals/ objectives in service, branding, sales, productivity and inventory management. Is the principal liaison between the customer and the store/ company during their scheduled shift.

DUTIES AND RESPONSIBILITIES:

- Set an example and encourage all employees to meet and exceed the company's goals and objectives on a consistent basis.
- Meet and exceed the company's service standards and sales goals on a consistent basis.
- Acquire product knowledge information provided by the company to enhance the customer's shopping experience.
- Spend time on the selling floor working with customers to assist them with their product selections by providing through product knowledge information.
- Consistently follow and abide by the company's established register and cash handling policies and procedures.
- Create additional sales opportunities by promoting and suggesting other appropriate items.
- Support and participate with inventory management functions to include: The receiving procedures, transfers, pricing procedures, product counts and physical inventories as required.
- Actively participate and support the company's safety and security standards at all times.
- Assist in meeting the company's brand image and housekeeping standards.
- Attend and participate in store meetings, company training sessions as required furthering the development of skills to meet the company's objectives.
- Other duties as assigned.

EDUCATION/EXPERIENCE:

- High school diploma or equivalent
- 6 months to 1 year of retail or hospitality sales experience preferred
- Combination of education and experience in the service industry

SKILLS:

- High level verbal communication abilities
- Ability to read and understand various documents, forms and, reports
- Effective customer and people interaction abilities
- Able to add, subtract, multiply, divide, calculate discount percentages
- Able to use a 10 key calculator
- Able to accurately count money

PHYSICAL DEMANDS:

- Able to sit or stand and walk throughout the scheduled work shift
- Able to lift and/or move up to 25 lbs.