



JOB DESCRIPTION

Title: **SALES SUPERVISOR**

Supervise Sales Staff

- Open/close store according to store procedure
- Assist in delegating projects and responsibilities
- Assist in training/mentoring new staff members
- Communicate progress of assigned projects to the manager
- Monitor that safety policies, including COVID protocols are understood and utilized
- Pass along staff performance issues to manager

Troubleshooting

- React to situations quickly before they get out of hand, call for backup immediately
- Field customer inquiries/concerns
- Handle mechanical breakdowns i.e. register, charge machine, alarm, fuse box
- Utilize loss prevention measures to prevent theft

Customer Service

- Ring sales; process all transactions accurately and according to store procedure
- Set an example for sales staff, greeting customers and providing excellent customer service
- Handle customer complaints according to store procedure, relay as needed to Manager

Merchandise

- Keep current with new products
- Assist in keeping sales floor restocked
- Identify and communicate quick-selling and out-of-stock items to the merchandiser/buyers

Store Maintenance

- Maintain a clean and organized cash wrap area; organize and restock supplies
- Straighten and clean sales floor - clean glass, dust, and sweep sales floor as needed
- Assist merchandiser with display support and hanging projects (requires comfort on a ladder)

Misc.

- Assist in special projects, maintenance, cleanup and reorganization as needed
- React quickly to fast-paced, ever-changing retail environment
- Additional schedule availability required during retail holiday seasons
- Full understanding of the critical work times for your position

Requirements: Previous keyholder experience preferred. Flexible availability. Commitment to customer service, reliability, and attention to detail. Ability to stand/walk for entirety of shift, repetitively bend/lift/reach/twist, go up/down stairs to retrieve merchandise, and lift/move up to 40 pounds. Willingness to work on ladder. Manual dexterity to run the point of sale registers.