**STORE SUPERVISOR**

**JOB DESCRIPTION**

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| **SUMMARY** |
| The Store Supervisor is responsible for facilitating the daily operations of all assigned stores. The Store Supervisor will perform store opening and closing duties and responsibilities, and manages daily schedules including breaks and attendance |
| **RESPONSIBILITIES** |
| * Promotes and monitors quality customer service by acting as a positive role model
* Assumes responsibility for opening and closing the store and securing all assets
* Oversee all sales and support staff, providing guidance, training, direction, and motivation to achieve sales and operational goals
* Act as the point person for any customer issues, and if needed, escalate the issue to management
* Monitor and maintain flight schedules to ensure timely delivery of merchandise to customers
* Participate in achieving and exceeding store sales goals
* Monitor customer traffic and staff availability to adjust scheduling and assign staffing breaks
* Monitor and communicate product issues, ensuring appropriate stock levels at all times
* Assist Sales Associates in the cash verification process, and processing voids, refunds, discounts, and end-of-shift procedures
* Perform a daily recap to management detailing any and all incidents, accomplishments, and relevant sales figures
* Maintain a clean and well-stocked selling floor presentation with consistent housekeeping duties
* Assist in promotion sales materials set up, maintenance, and break down
* Secure company assets by following Asset Protection policies and procedures
* Participate in inventory cycle counts as assigned
* Assist the General/Store/Assistant Manager with any tasks assigned
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| **QUALIFICATIONS** |
| * Minimum 2 years retail supervisory experience
* High school diploma preferred
* Excellent written and verbal communication skills
* Experience in training and motivating sales staff
* Excellent customer service skills
* Proficiency with Microsoft Office Suite
* Ability to multi-task in a fast-paced work environment
* Frequently required to stand, walk, stoop, kneel, crouch or crawl
* Must be flexible to work irregular hours including weekends and holidays
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| **COMPETENCIES** |
| * **Directing Others**: Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.
* **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
* **Decision Making**: Makes decisions in a timely manner, based upon a mixture of analysis, wisdom, experience, and judgment; sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision; sought out by others for advice and solutions.
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| **GENERAL INFORMATION** |
| **Department:** | **Retail** |
| **Reports to:** | **Store Manager / Assistant Store Manager** |
| **Status:**  | [ ]  **Exempt** [x]  **Non-Exempt** |
| **Direct Reporting:**  | [ ]  **Yes** [x]  **No** |
| **Schedule:** | Retail Store hours including days, nights, weekends and special events |