

JOB DESCRIPTION

JOB TITLE: Sales Supervisor
PAY TYPE: Hourly
CLASSIFICATION: Non-Exempt
REPORTS TO: General Manager

Our organization is one filled with a diverse group of hardworking individuals. On our team, everyone plays an integral role in our daily operations. Our Sales Supervisors assist store management with daily customer service, merchandising and inventory related actions to drive sales and results. Other responsibilities include opening and closing the store, promoting a positive working environment for the staff, and ensuring that the highest level of customer service is provided at all times.

About You:

You have the ability to lead by example and provide an amazing in-store experience to every customer, impressing them with your product knowledge and customer service skills. You are dependable, efficient, and able to multitask. You are punctual, yet able to be flexible in your scheduling. You have a professional appearance and demeanor with good personal hygiene. You are able to take the initiative, but also be a team player and able to follow instructions. You are positive, inclusive and collaborative when interacting with customers, co-workers and others in the work environment. You are polite, friendly, and enthusiastic and it is easy for you to adapt to different types of customers and resolve issues with a smile.

RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

Incumbent must be able to perform all of the following duties and responsibilities with or without reasonable accommodation.

RESPONSIBILITIES:

Customer Experience & Product Knowledge:

- Ensure the highest level of customer service is provided at all times and to each customer; Reinforce through accountability, recognition, and praise.
- Welcome customers in a polite and friendly manner, creating a positive and inviting environment.
- Cultivate a “can do” attitude with the team to overcome obstacles and bring satisfaction to our customers.
- Proactively resolve customer concerns in a manner consistent with company policy, and with customer satisfaction in mind; partner with store leadership team on elevated customer issues.
- Maintain superior knowledge of store products and services, including current promotional events and sales, to build sales and minimize returns; meets or exceeds established sales goals; assist customers with inquiries.
- Effectively communicate sales, specials, product features, benefits, and promotions; drive add on sales.

Sales & Transactions:

- Process sales transactions quickly and accurately in accordance with established cash control procedures and customer service guidelines; complete required process controls (manage receipts, POS open/close, etc.).
- Operate cash registers/POS systems and scanners to itemize and total customer’s purchase; collect payment from customer, and issue change and receipts; process voids, returns, refunds and exchanges as needed.
- Accurately complete shift opening and closing cash counts and related paperwork; verifies cash drawer; executes and monitors change fund activities and replenishment need

Store Standards:

- Ensure company visual standards are followed; maintain sales floor and stock room appearance.
- Ensure a safe and secure environment for customers and staff; keep work areas and emergency exits free from clutter; immediately correct or report any unsafe conditions or practices to management.
- Maintain awareness of back stock; stock, restock and rotate merchandise as needed; ensure returned merchandise is restocked to the correct product location on the sales floor; all damaged and defective merchandise is properly labeled and placed in appropriate area at the end of each shift.
- Perform routine housekeeping tasks as required to maintain the professional image and appearance of the store, to include sweeping/mopping the floors, dusting, washing the windows, facing the merchandise on the shelves, stockroom maintenance, etc.

Team player:

- Support fellow employees through sharing of knowledge, helping to complete tasks and/or assisting in customer interactions; Cross-train to work in multiple areas in order to support the needs of the business.
- Maintaining consistent dependable attendance and punctuality with flexible availability.
- Participate in the completion of quarterly and annual physical inventory counts.
- Create a positive and inclusive work environment by maintaining respectful relationships with coworkers, management, other tenants and airport staff.

Operational & Supervisory Excellence:

- Partner with store management for daily/weekly/monthly store priorities to help deliver on sales targets and other various processes and procedures to ensure an efficiently operating store.
- Support and execute company initiatives and directives, ensuring successful and timely implementation.
- Monitor associate compliance to all company policies, procedures and loss prevention standards; provide feedback to store management on associate performance, communicate associate relations issues.
- Maintain employee morale; create a positive environment that promotes associate engagement and retention.
- Maintain airport customer service standards and knowledge of airport.
- Adheres to and promotes established safety procedures and maintenance of clean, safe and healthy environment.
- Demonstrate a sense of urgency to efficiently perform duties and responsibilities to maximize productivity.
- Maintain professional appearance, good personal hygiene and adhere to company uniform/dress code at all times.
- Follows all operational, company and airport policies, procedures and customer service standards; cash handling and loss prevention standards to protect cash and merchandise.
- Other duties and responsibilities as necessary.

MINIMUM QUALIFICATIONS:

- High school diploma or general education degree (GED).
- At least 2 years of retail experience with supervisory responsibility for several employees.
- Experience with Point of Sale (POS) systems, handling bank deposits; proficiency in basic math calculations.
- Ability to read, write and communicate in English effectively.
- Must be able to pass airport badging and applicable FAA requirements, e.g. fingerprint and background check.
- Ability to work as part of a team and interact professionally and respectfully with others.
- Must have open availability for multiple shifts that include nights, weekends and holidays; this is critical to support the needs of the business and subject to change; flexible to work periodic long and/or irregular hours.
- Legally authorized to work in the United States without sponsorship.

PHYSICAL REQUIREMENTS:

- Ability to stand for long periods of time; spend entire shift standing or walking on hard surfaced floors.
- Ability to walk, stand, reach, bend, twist, turn, squat, stoop, kneel, climb, push, pull as well as lift/carry cartons/bins weighing approximately 10-50 pounds each repetitively.
- Vision abilities include close vision, color vision, depth perception, and focus adjustment.
- Must have full hand and arm usage for frequent handling of merchandise and equipment such as cash registers, handheld scanners and pricing guns.
- Must be able to have full body rotation and mobility (e.g., bending, stooping, twisting and reaching) to replenish and maintain merchandise, place product on shelving at various heights.
- Must be able to push and pull merchandise fixtures (minimum resistance of 10+ pounds) for presentation and department changes.
- Must be able to handle cleaning equipment (vacuum, broom, mop, duster, etc.) used for maintaining cleanliness.

Disclaimer:

This job description is a summary of the primary duties and responsibilities of the job and position. It is not intended to be a comprehensive or all-inclusive listing of duties and responsibilities. Contents are subject to change at management’s discretion.

Employee Name (print)

Employee Signature

Date