



JOB DESCRIPTION

Job Title: FRONT END SUPERVISOR

Department: Operations

Location: Retail Store

Organization Level: Level 3

JOB SUMMARY AND PURPOSE

The Front-End Supervisor is responsible for ensuring the service standard for Gabe's customers is alive and well. Leads the Associates in execution of company defined practices and processes within the cash wrap, the cash office, pantry and in the overall store environment. Ensures the store is neat, clean, and organized as a participating Manager on Duty. Creates a positive environment that engages their team and peers. Conducts opening and closing functions as business schedules require as a key holder.

WORKING RELATIONSHIPS

Reports to the Operations Manager or General Manager.

DUTIES AND RESPONSIBILITIES

PEOPLE

- ★ Collaborate with direct supervisor to meet hiring goals.
- ★ Trains all direct reports how to be successful in their position, ensuring that they understand and adhere to all policies and guidelines.
- ★ Partners with store leadership team to minimize store turnover.
- ★ Manages poor performance or policy violations and coaching needs with direct reports.
- ★ Provides input to direct supervisor about crew members for performance reviews.
- ★ Leads and models positive customer service behaviors.
- ★ Handle escalated Customer Service issues in a professional manner while acting MOD (Manager on Duty).

PROCESS/PRODUCT

- ★ Provide Front End/POS support to include handling all Management Overrides at registers and DSD Best Practices (including approval processes) while MOD.
- ★ Ensures stores meet visual execution standards on all front-end operations.
- ★ Ensures cash office execution is performed per company standards and policies.
- ★ Ensures the Greeter is performing all assigned duties as outlined in Store operating practices.
- ★ Ensures the pantry specialist is performing all assigned duties as outlined in store operating practices and standards.
- ★ Utilize Front End Report and all available reporting to help drive total store results and improve individual performance.
- ★ Ensures merchandise returns are ticketed and prepared properly for return to sales floor.
- ★ Ensure all ticketing information is attached to MOS (Damages) items before being sent to warehouse for processing.
- ★ Ensures service and merchandising standards are met through company communications and initiatives for direct reports.
- ★ Represents and reinforces the brand in a positive manner through crisp visual presentation to maximize sales floor space and drive profitable sales.
- ★ Participates in walkthrough of departments with direct supervisor to identify strengths and opportunities.

PERFORMANCE/PROFIT

- ★ Resolve alarm issues during hours of operation while acting Manager on Duty.

- ★ Partner with management to report any possible asset protection or integrity issues at the front end.
- ★ Creates and executes short term plans that support long term store strategies.
- ★ Partners with direct supervisor to implement company communications and directions that impact their department performance.
- ★ Maintains supply and maintenance expenses.
- ★ Ensures overall store cleanliness and maintenance issues are addressed.
- ★ Educates team on how each functional area impacts the customer experience and sales results.
- ★ Participates in execution of store strategy for Asset Protection awareness and education to minimize loss.

QUALIFICATIONS AND EXPERIENCE

- ★ High School diploma or GED equivalent is required.
- ★ Schedule flexibility to include nights, weekends, and non-business hours.
- ★ One (1) year customer service experience, preferably related to retail required.
- ★ One (1) year management experience required.

KNOWLEDGE, SKILLS, AND ABILITIES

- ★ Proven time management, organizational, and problem resolution skills.
- ★ Working knowledge in all areas of Store Operations to handle MOD responsibilities.
- ★ Solution oriented to handle internal and external issues/problems.
- ★ Understand, Monitor, maintain, follow, and enforce company policies and procedures at all times.
- ★ Ability to effectively set direction, delegate, and follow up while ensuring team meets store objectives/company deadlines.
- ★ Demonstrated ability to link business results and customer experience.
- ★ Proven ability to effectively set direction, delegate, follow up, and provide feedback. Ability to motivate and inspire others and build connected teams.
- ★ Proven ability to communicate with all levels of the organization. Ability to deescalate situations and people.
- ★ Demonstrated business acumen. Demonstrated ability to observe, identify strengths and opportunities, and take appropriate actions.
- ★ Highly goal oriented.
- ★ Ability to stand for long periods of time and lift moderate weight (up to 50 lbs.).

SUPERVISION

This position supervises direct reports which include, but are not limited to, Cashiers, Cash Office Associates, Pantry Specialists and Greeters.

COMPETENCIES

- ★ **Integrity & Trust** – Is widely trusted; is seen as direct and truthful; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- ★ **Motivating Others** – Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- ★ **Champion Change** – Understands different kinds of change; motivates others to welcome change; manages the change process while maintaining operating effectiveness; establishes processes to ensure the success of change.
- ★ **Drive Visual Standards** – Ensures stores meet visual execution standards on all floor sets; manages a store that is neat, clean, and organized; represents and reinforces the brand in a positive manner through crisp visual presentation; maximizes use of sales floor in order to drive profitable sales.

- ★ **Drive for Results** – Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-lined oriented; steadfastly pushes self and others for results.
- ★ **Managing & Measuring Work** – Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- ★ **Planning** – Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- ★ **Customer Focus** – Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customer in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public