

JOB DESCRIPTION

Job Title: Market Investigator

Department: Loss Prevention

Location: Retail Store

ABOUT GABE'S

Gabe's was founded in Morgantown, WV in 1961 with a mission to offer customers the quality products that they want, at affordable prices they love. Today our mission continues as we expand into new and existing markets across 20 states. Gabe's enjoys an outstanding reputation in the communities we serve. This reputation is a result of living our values and making the best decisions for our associates, customers, and company. Together we will strive to deliver superior customer service, create a great work environment, and improve the value we deliver to our customers.

JOB SUMMARY AND PURPOSE


Support the store operations by providing a theft deterrence presence in select stores to drive sales, mitigate shrink risks, and promote a Loss Prevention culture within the store. This position will provide security oversight of company assets, deterring unauthorized activities, by cultivating strong relationships with law enforcement to ensure products are available for our customers. This position will play an integral part of the store culture while reporting directly to the Market Loss Prevention Manager.

DUTIES AND RESPONSIBILITIES

- Support sales by training and teaching our associates to welcome and engage customers on the sales floor, at the front of the store, and upon entry/exit.
- Model positive customer engagement standards in the store by demonstrating, leading, and coaching organizational values.
- Protect store profits by teaching associates how to deter and report internal and external theft.
- Coordinate and participate in approved interviews with Associates involving integrity, theft, and violations of Company policy within their market.
- Conduct store surveillances using Loss Prevention tools, including remote and in-store CCTV to identify and escalate potential internal integrity issues, safety concerns, fines, lost sales, and activities that affect the business.
- Identify and resolve external incidents (i.e. shoplifting, ORC activity) in assigned market through apprehensions and partnerships with law enforcement
- Analyze store exception reporting, inventory reporting, CCTV, incident reporting and other information and trends to share with store leadership to raise shortage awareness
- Conduct in-store surveillance on suspected or known theft subject(s) making proper decisions by implementing the 5-step process prior to engaging with a subject(s) and executing an apprehension.
- Ability to properly and effectively document cases to ensure they are well prepared for disposition.
- Support Loss Prevention (LP) leaders and store leadership in monitoring operational controls and processes.
- Participate in inventory preparation and observation in assigned store(s) as required.
- Ensure compliance of Electronic Article Surveillance (EAS) merchandise protection, answers EAS alarms on the front end, and tests the EAS towers daily to ensure maximum effectiveness.
- Assist with training store teams in LP related topics/equipment.
- Monitor, respond to, and communicate serious incidents and physical security concerns to store leaders and LP.
- Attend store meetings to discuss LP topics and promote customer engagement strategies.

- Conducts bag checks as necessary or directed.
- Communicate issues to store and LP leaders with supporting documentation of concerns.
- Observe and be able to communicate both internal and external theft indicators to store leaders and business partners, as well as with LP Investigators.
- Assist store leaders in entering LP Incidents while on duty and assist in training the store teams when necessary.
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE

- A High School diploma or GED equivalency is required.
- One (1) year of retail supervisor, loss prevention, or security experience is preferred.
- An equivalent combination of education and experience may be considered.
- A valid Driver's License and reliable transportation is required. 

KNOWLEDGE, SKILLS, AND ABILITIES

- Must have a positive and engaging personality.
- Must have excellent communication skills and ability to professionally communicate with all levels within the organization.
- Must possess a valid Driver's License with reliable transportation and ability to travel to multiple stores within the assigned market.
- Maintain a strong command presence and professional demeanor.
- Must be able to work in an independent manner, multi-task, be flexible with changes, and prioritize the needs of the business.
- Ability to work with a computer screen for extended amounts of time.
- Must be flexible to work nights, weekends, and holidays as needed.
- Ability to make appropriate decisions in complex and stressful situations.
- Ability to maintain confidentiality.
- Ability to stand for long periods of time.
- Basic working knowledge of computers and standard computer programs (Microsoft Office).
- Ability to observe, recall, and distinguish characteristics of people and vehicles, and superior organization skills with attention to detail.
- Ability to leverage escalation tools for customer service issues to provide a safe and secure environment for Associates and customers.
- Ability to understand and appropriately operate the video system.
- Ability to complete required paperwork in a timely manner.
- Basic Wicklander-Zulawski and/or John E. Reid interview and interrogation certification preferred but not required.

SUPERVISION

This position does not have supervisory responsibilities.

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 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.