

Job Title: RETAIL SUPERVISOR

Department: Operations

Location: Retail Store

JOB SUMMARY AND PURPOSE

The Retail Supervisor provides supervisory support for store operations. This position is responsible for ensuring the service and merchandising standard for specific, assigned areas of the store. This position assists the store management team by leading the work of store associates and implementing the store's performance strategy. In the absence of the Store Manager and Assistant Store Manager, this position will serve as the manager on duty.

DUTIES AND RESPONSIBILITIES

- Assists management with new hire training for their specific areas.
- Leads Pricing/Markdown Team when needed and ensures consistent execution of markdowns.
- Leads the processing of shipments according to company practices.
- May assist in educating/training associates in new product placement and proper merchandising techniques.
- Leads and assists in maintaining an efficient and organized stockroom.
- Ensures stores meet visual execution standards on all store operations.
- Ensure merchandise returns are ticketed and prepared properly for return to sales floor.
- Ensure all ticketing information is attached to Merchandise Out of Stock (MOS) and damaged items before being sent to warehouse for processing.
- Process MOS and damaged items ensuring Shoe Mis-mate process is set up and executed per company policy and procedures.
- Provides Store Management feedback on associate performance; provides on-going feedback for all store associates in absence of store management.
- Provide point of sale support including the authorization of management overrides at registers.
- Ensures hourly associates are following the strategy to minimize risk and prevent shrink loss.
- Maintains awareness of the sales floor to create a safe and secure environment for associates and customers. Immediately corrects or reports issues to store management.
- Resolve Alarm issues during hours of operation as needed necessary.
- Conducts opening and closing functions as the manager on duty as needed.
- Ensures cash office execution is performed per company standards and policies.
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QUALIFICATIONS AND EXPERIENCE

- High School diploma or GED equivalent is required.
- One (1) year customer service experience required, preferably in retail.
- One (1) year supervisory experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work flexible hours and shifts, including but not limited to, holidays, evenings, weekends, and non-business hours.
- Maintain a working knowledge of company policies, procedures, and areas of operations.
- Ability to diffuse situations and resolve escalated customer service issues in a timely and professional manner.
- Demonstrated ability to manage complex and competing priorities with effective time management, organization, and delegation.
- Models the open-door policy and fosters an environment of open and honest communication.

- Ability to stand for long periods of time and lift moderate weight (up to 50 lbs.).
- Ability to create a positive environment that engages store all associates.
- Ability to effectively communicate action plans, weekly priorities, and other strategies to associate teams.

SUPERVISION

This position does not have direct supervisory authority over associates but is responsible for leading the work of all hourly associates while functioning as the manager on duty.

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 the 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 reasonable accommodation for 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