**Supervisor**

As a Supervisor, you have been given the opportunity to lead your department towards operational excellence. A positive team spirit must be demonstrated to your department staff concerning all employees including supervisors, managers and dealer.

As a member of the store’s supervisory team, the department supervisor contributes to success by communicating the business objectives of the Dealer and management by ensuring the department team consistently meets performance expectations in terms of customer experience, sales growth, loss prevention, increase operational efficiency, retail execution and profitability.

Primary Responsibility

* Ensure efficient operations within the department along with highest customer service standards.
* Assist with Customer Service/Cash needs for circumstances related to the department.
* Train staff and take part in improving systems and processes with management

Secondary Responsibility

* Tend to store needs outside of your department while consulting with management

Major Tasks and Responsibilities

* Ensure department maintains highest standards concerning current store report criteria
* Ensure weekly deal setup is executed, maintained and filled
* Inform employees within the department of current/new policy and procedures
* Spend sufficient time with new employees to ensure they have all of the training and tools necessary to complete their daily tasks
* Ensure quality of store presentation focusing on the 5 basics of retail (**Customer Service**, Faced, Filled, Signed and Cleaned) through effective staff delegation and direct involvement
* Complete the Daily Task List twice a day (x1 at the beginning of the shift and x1 at the end of the shift). Complete daily walks of all areas of responsibilities to identify and re-evaluate priorities
* Ensure department holes are kept to a minimum, determined by management
* Budget staff hours and schedule staff hours according to management goals and customer service needs
* Supervise daily departmental operations so as to meet established productivity goals
* Identify and implement departmental/store efficiencies
* Assist in the selection and orientation of new hires
* Communicate and ensure compliance with company, store and department policies
* Maintain department and store safety and security procedures and ensure staff compliance
* Organize and conduct regular department staff meetings
* Participate in training, as required
* Enforce proper discipline with department staff
* When the unfortunate circumstance arises, write up a “Progressive Counseling Record” (written warning) with a member of the management team to be kept on record. Follow up with positive write ups when employees earn it.
* Report and log all sick days and schedule change taken by department staff to management
* Ensure employees are abiding by the current communication structure
* Plan ahead for projects/merchandising with time lines and report on-going progress to management
* Report any inappropriate behavior from department staff to management
* Approve and promote (in a positive manner) managerial decisions and policy changes. If in disagreement with decisions and policies, share thoughts in private with management
* Ability to create a spirit of team work within department
* Ability to draft a phasing plan with timelines concerning merchandising in the department and share concerns when phasing plan is delayed in execution
* Submit request for time off from department staff to management
* Complete other tasks, as required

Major Requirements and Competencies

* Experience in retail sales, execution and operations
* Demonstrated supervisory experience
* Ability to provide professional customer service, employee and manager support
* Ability to lead team to achieve common goals
* Ability to maintain composure and work effectively in fast-paced environment
* Ability to properly conduct opening and closing procedures
* Effective written and oral communication skills
* Promote all health and safety practices
* Ability to lead by example while encouraging leadership with staff members within the department

Physical Demands

* Ability to stand for 8 hours or more
* Ability to lift 10 kilos or 20 lbs unassisted
* Ability to lift and turn repeatedly throughout the shift
* Ability to lift above shoulder and from floor to shoulder and floor to waist
* Ability to go up and down a ladder while carrying merchandise
* Ability to walk and carry at the same time and push/pull as required

Potential Career Opportunities

* Store Manager