



## **Merchandise Supervisor**

### **Job Summary:**

The Merchandising Supervisor is responsible for driving sales within their assigned department through customer interactions and merchandising decisions. The Merchandising Supervisor is an entry-level supervisory position with Manager on Duty (MOD) and key carrying responsibilities. When the Store Manager and/or Assistant Store Manager(s) are not present, the Supervisor is responsible for the entire store as an acting MOD. When not acting as MOD, the Merchandising Supervisor is responsible for his/her dedicated area within the store. This Team Member must provide excellent customer service and an experience that exceeds customer expectations. This position impacts the company by leading the department and the store to success. This Team Member **MUST** have reliable transportation and be available to work a flexible schedule including weekends!

### **Responsibilities:**

- Responsible for providing and modeling exceptional customer service.
- Key contributor in ensuring that the store meets and exceeds designate sales goals.
- Responsible for all aspects of opening and closing the store in the absence of Store Manager or Assistant Manager.
- Responsible for holding the store team accountable for company policies and procedures as outlined in the employee handbook. Report any employee issues, both positive and negative, to the store manager immediately or HR if required.
- Responsible for all phases of merchandising including merchandise replenishment, sorting, and merchandise display.
- Support advertising by verifying all sale signs are accurate and set.
- Accountable for ensuring that all sales transactions and inventory control functions are performed accurately.
- Responsible for ensuring that store housekeeping and general maintenance are completed under the supervision of store management.
- Accountable for assisting in the safeguarding of store assets through a variety of loss prevention and control measures.
- Attend and actively participate in department head meetings, staff meetings, and trainings.
- Assumes responsibility for the store in the absence of the Store Manager or Assistant Manager, or when assigned as the Manager on Duty.
- Additional duties and responsibilities as assigned by store management.
- While acting as Manager on Duty:
  - Manage all sales floor operations and task activities.
  - Manage and train Team Members effectively by ensuring they provide excellent customer service and an experience that exceeds customer expectations.
  - Manage Team Members effectively by providing feedback on performance.

- Manage Team Members effectively by providing the Store Manager and/or Assistant Store Manager with counseling/disciplinary recommendations.
- Accountable for opening and closing the building by carrying keys and a unique alarm code.
- Ensure that displays are filled and the store is recovered daily per company standards.
- Ensure purchases are processed with speed and accuracy.
- Perform shift changes and cash counts as needed; perform cash pickups.
- Communicate important topics to the entire store team through Huddle Meetings.
- Collect employee applications and interview in order to fill open positions.
- Perform other duties as requested.

**Knowledge and Skill Requirements:**

- HS Diploma or equivalent
- Excellent time management skills and supervisory skills
- Strong verbal and communication skills required to demonstrate ability to interact and engage customers and team.
- Demonstrate ability to set goals and objectives and motivate team to achieve them.
- Demonstrate ability to multitask while leading a team in a fast-paced environment preferred.
- Excellent people skills.
- Strong analytical and decision-making skills.
- Previous retail experience preferred.
- Ability to work independently and a part of a team
- Ability to stand for extended periods of time

**Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

<b>Activity</b>	<b>Frequency</b>
bending	occasional
reaching	frequent
Squatting	frequent
lifting	frequent -up to 50lbs
lifting	occasionally over 50lbs
standing	constant
walking	constant
grasping	frequent
pull/pushing	occasional

**Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.**