

JOB TITLE: SUPERVISOR

STORE NAME: DEMPSEY'S GALA

CONTACT NAME & EMAIL ADDRESS: DEMPSEYSGALA@GMAIL.COM

OBJECTIVE

To support the Store Manager in ensuring the store operates efficiently and professionally thus ensuring exceptional store performance, high profits and exceptional customer service.

JOB DESCRIPTION

This position requires the role holder to be available to work on a full time flexible basis, 5 days over 7 days per week. The purpose of this role is to support the Store Manager in the effective, efficient and professional operation of the store so as to deliver exception store performance and provide high quality customer experiences.

The ideal candidate will possess many of the following attributes:

- Previous supervisory experience
 - Operational knowledge of retail environment
 - Excellent interpersonal skills
 - An understanding of consumer needs
 - Understanding of employment, health & safety , HACCP, and consumer legislation
 - Committed to continually improving standards
 - Self-motivated & ambitious
 - Computer literate
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ROLE & DUITES

The main duties of the role includes the following:

SUPERVISORY

- Supervise the activities of retail sales team on a daily basis and ensure necessary tasks are completed to an appropriate level
- To supervise the effective induction and training of employees
- Assist the Store Manager in the effective management of retail sales team performance

OPERATIONS

- Ensure store is merchandised in a customer friendly and competitive manner ensuring compliance with company procedures and guidelines
- Ensure housekeeping in the store is maintained at an optimum level
- Co-ordinate in-store sales and promotions
- To ensure the appropriate cash register and cash handling policy is adhered to

STOCK MANAGEMENT

- To assist the Store Manager in preparations for stock take and supervise where appropriate
- To assist the Store Manager in minimising stock loss through wastage, damages and pilferage
- Ensure food management and waste systems are adhered to by retail sales team
- Check to ensure adequate stock is available for customer's needs
- Ensure stock is rotated appropriately to ensure in-date stock is available and minimise waste through out-of-date stock

CUSTOMER CARE

- To ensure customers receive high quality and consistent service at all times
- To pro-actively take necessary action in store improvements following customer complaints

LEGISLATION & SECURITY

- To ensure secure opening and closing procedures with the Store Manager
- To assist the manager as appropriate in matters relating to managing staff ensuring compliance with employment, HACCP, Health & Safety and Consumer legislation
- To ensure potential hazards in the store are identified and reduced or where possible removed/eliminated
- Work with Store Manager to ensure Health & Safety checks are conducted and actioned accordingly