

Job Profile Title:	Supv Retail
Job Code:	16300
Business Title:	16300 Supv Retail
Grade / Band:	07
FLSA Status:	Non-Exempt

Primary Purpose:

It is the primary responsibility of the Retail Store Supervisor to assist and support the management team in the daily shift operations and responsibilities while exhibiting and emulating S.H.O.W Service basics and WESELL behaviors.

Principal Duties & Responsibilities

Elevate the guest experience by ensuring stores are properly staffed, stocked, organized and using S.H.O.W. Service basics
Provide timely resolution to guest issues by hearing their story and owning the experience
Communicate with store management issues such as: price discrepancies, merchandise levels, RTVs, and salvages
Create defining moments to sales staff by coaching, training on WESELL and leading by example
Responsible for shift duties, transaction processes, cash handling and upholding company policies and procedures
Supervise a work environment that promotes teamwork, recognition, respect and employee satisfaction
Perform other job-related duties as requested

Required for All Jobs

Performs other job-related duties as requested.
Proof of eligibility to work in the United States

Education

Education Level	Education Details	Required/ Preferred
High School Diploma, GED or equivalent		Required

Work Experience

Experience	Experience Details	Required/ Preferred
1+ Years of Prior Relevant Experience	of Retail experience	Required

Additional Requirements

Details	Required/ Preferred
Work varied shifts, to include weekends and holidays	
Two (2) years of Retail experience	
Retail supervisory experience in a similar resort setting	
Alcohol Awareness Card	
Health Card	

Knowledge, Skills and Abilities

KSAs
General knowledge of mathematical skills including addition, subtraction, multiplication and division, money handling
Able to effectively communicate in English, in both written and verbal forms
Ability to work under pressure
Ability to read and write proficiently to evaluate reports, correspondence and statistical information
Ability to multi-task and work well in a fast paced, team-oriented environment
Excellent organizational skills to function effectively under time constraints and within established deadlines, with particular attention to detail
Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

Physical Requirements

<p>A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.</p>						
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Physical Requirement	N/A	Rarely	Occasionally	Frequently	Constantly	Weight/ w.p.m.
Balancing						
Bending				X		
Carrying __pounds				X		25
Clear speech - simple				X		
Clear speech - complex						
Climbing				X		
Crawling	X					
Crouching				X		
Distant vision						
Driving - auto/van						
Driving - limousine						
Flexibility - upper body				X		
Flexibility - lower body				X		
Hearing/Listening				X		
Kneeling				X		

Physical Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirement	N/A	Rarely	Occasionally	Frequently	Constantly	Weight/ w.p.m.
Lifting __pounds				X		25
Near vision						
Normal vision				X		
Pushing/Pulling				X		
Reaching				X		
Sitting						
Standing - 5 hours minimum				X		
Stooping				X		
Typing __w.p.m.				X		
Walking				X		

Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

Work Environment	N/A	Rarely	Occasionally	Frequently	Constantly
Communication - verbal				X	
Communication - written				X	
Confined area					
Contacts - works alone				X	
Contacts - works around others				X	
Contacts - works with others				X	
Exposure to dust / dirt					
Exposure to fumes / odors				X	
Extreme cold				X	
Extreme heat				X	
Fast pace				X	
Hazardous conditions - Chemicals					
Hazardous conditions - high structures					
Hazardous conditions - high voltage					
Indoors				X	
Noise levels - low to moderate				X	
Noise levels - low to high					
Office conditions					

Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

Work Environment	N/A	Rarely	Occasionally	Frequently	Constantly
Outdoors				X	
Restricted area					
Shifts				X	
Smoke				X	
__% Travel					
Vibration					
Wet/Humid				X	

Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

Mental Requirement	N/A	Rarely	Occasionally	Frequently	Constantly
Analytical				X	
Clerical					
Comprehension				X	
Crisis incidents					
Customer service				X	
Decision making				X	
Fatigue					
High pressure				X	
Judgment				X	
Long hours					
Math skills - advance					
Math skills - basic				X	
Memorization				X	
Organization				X	
Perception				X	
Reading - simple				X	
Reading - complex					
Repetition				X	
Safety hazards					
Tight deadlines					
Working conditions				X	
Writing - simple				X	
Writing - complex					