

Position: Sales Supervisor

Position Type: *Full-Time or Part-Time*

Division/Department: Retail Stores/Operations

Reports To: Store Manager

Position Overview:

The Sales Supervisor will be an additional leader for all staff members. The ideal applicant will have proven success in time management, leadership qualities, problem solving skills and clienteling. They will also be responsible for maintaining merchandise and store appearance, as well as meeting and exceeding established individual as well as overall store sales goals. Must possess a passion for retail and dedication for advancement within the store team.

Key Responsibilities:

Item	% of Time	Duties
1.	45%	<ul style="list-style-type: none">• Displays business acumen by explaining key performance indicators (KPIs) to associates set forth by the Store Manager and contributing to the overall store sales goals.• Drives results by prioritizing selling while keeping associates focused• Ensuring exceptional customer service at all times by being an effective leader on the sales floor.• Focuses on the customer experience, develops customer loyalty, and cultivates repeat business.• Displays effective selling techniques and client development by leading by example.
2.	30%	<ul style="list-style-type: none">• Constantly following standard operating procedures of the store and driving results by contributing to the to the store operations.• Maintains store presentation to ensure the selling environment is customer ready at all times.• Is an ambassador for all company values and uses integrity at all times
3.	20%	<ul style="list-style-type: none">• Reflects the brands style, key looks, and dress code while encouraging others within their brand representation. Constantly help stores associates improve their product knowledge and selling skills.• Delegate operational tasks amongst team effectively and clearly explain expectations and deadlines.• Communicate presentation standards and replenishment needs to ensure the store is always customer ready.
4.	5%	<ul style="list-style-type: none">• Follows the retail Holiday guidelines and blackout dates• Ability to adjust job responsibilities based on changing business needs

Key Stakeholders:

Director of Stores & District Manager, All store level staff, HR and Retail Operation teams.

Required Skills:

1. Minimum 2 years of retail experience with at least 1 year management experience.
2. Effective communication skills and ability to provide feedback.
3. Must possess action-oriented skills and ability to lead by example on the sales floor.
4. Ability to prioritize, organize, and display effective time management skills.
5. Creates an environment of teamwork and collaboration.
6. Approachable and effective listener.
7. Displays problem solving abilities and willingness to think outside the box for solutions

Physical Attributes:

- Must be able to stand for long periods of time
- Must be able to reach overhead
- Must be able to pick up 30-50 lbs.
- Must be able to climb a ladder or step stool