

## **SUPERVISOR – Summary of Responsibilities**

The Supervisor serves a dual function in the store. First and foremost, they are a Sales Associate. Their priority is selling and customer service. In addition, the Supervisor will function as a key carrier (manager-in-charge) during designated shifts as part of the management schedule in the absence of another member of management.

In their Sales Associate role, the major responsibilities include:

- Work their base schedule hours.
- Achieve store goals through superior customer service.
- Always be professional, friendly, and courteous with a positive attitude.
- Invite customers to:
  - Open an account with us and become VIP members
  - Become a Club 50 Plus member (if applicable)
- Greet/acknowledge each customer promptly as they enter the department in a friendly manner with a smile.
- Interrupt store tasks to assist and answer questions for customers in a pleasant and courteous manner.
- Suggest additional merchandise to customers on sales floor, at wrap stations, and in fitting rooms.
- Follow-up on customers in fitting rooms to see if they need additional service.
- Maintain the store and all wrap stations in a clean, neat, and organized manner.
- Maintain merchandise presentation to company standards.
- Complete all store tasks in an accurate and timely manner, including the following:
  - POS/Sale Set-up prior to sale start date (to include signing)
  - PCAs (price changes) completed by close of business on the effective date
  - Transfers completed by close of business on the effective date
  - Damages completed by close of business on the effective date
  - Merchandise counts
- Ring the customer up in a prompt and efficient manner
- Thank the customer by name and invite them to come back at the close of each sale
- Always suggest purchase using company charge card
- Follow all company policies and procedures
- Practice Loss Prevention Standards at all times
  - Alert management of suspicious situations
  - Follow check approval procedures
- Handle all returns/exchanges according to company policies/procedures

In their Supervisor role, the major responsibilities for which the Supervisor is accountable while in charge of the store include:

- Opening and closing the store
- Protecting all company assets
- Ensuring proper execution of all store operations and company programs
- Ensuring the highest level of customer service and satisfaction
- Maintaining company standards throughout the store

**The following is a list of activities to support the accomplishment of these major responsibilities:**

### **Customer Service/Salesmanship:**

- Ensure that all Customers are greeted in a prompt and friendly manner.
- Ensure that all Customer phone calls are handled in a courteous and helpful manner.
- Solicit new accounts and promote V.I.P. program.
- Lead by example.

*This list is a general summary of the duties and responsibilities for this position. However, there may be other responsibilities as directed by the company or the immediate supervisor to meet the needs of the business.*