

Job Descriptions: Supervisor

POSITION SUMMARY

Supervisors are responsible for ensuring that associates provide exceptional customer service, which includes ensuring customer satisfaction, driving sales, building sales skills and product knowledge. They are also responsible for leading and managing associates involved with activities in the front and back end of our stores which include check-out areas, returns, special services, computer systems and receiving which includes the receiving, unloading, distribution and stocking of merchandise in the store.

MAJOR RESPONSIBILITIES

- Resolve customer service calls and phone calls issues
- Be proficient in all store technology (i.e., ACENET, Epicor POS system)
- Responsible for ensuring the store is recovered and ready for business every day
- Develop the daily work schedule and delegate workload among associates
- Ensure that open/close procedures are followed
- Ensure that all inventory tasks are completed:
 - Stocked
 - Zero outs
 - Rain checks
 - Special orders
 - Cycle counting
- Make sure that the sales floor is clear, organized and properly signed, and that the receiving floor is clear of pallets and trash and ensure the store is clean at all times
- Responsible for training all associates on store policies and procedures and ensure that all necessary trainings and future trainings are completed accordingly
- Enforces safety policies and procedures
- Merchandising and restocking
- Making sure everyone is aware of any changes in the store and update them immediately

QUALIFICATIONS

- Must be able to work full time 40 hours per week and the ability and willingness to work flexible hours including one weekend day and holidays to meet the needs of the business.
- Have knowledge of basic hardware related products along with a willingness to learn.
- Excellent customer service skills
- Excellent verbal and written communication skills with the ability to communicate clearly and effectively in all situations
- A strong team player yet still able to work independently with minimal supervision
- Ability to lead and develop others
- Ability to handle multiple projects and task with a high attention to detail
- Be a fast learner, cheerful, with a positive attitude
- Bilingual is a big plus

PHYSICAL REQUIREMENTS

- Ability to stand for an extended period of time
- Move and handle boxes of merchandise and fixtures throughout the store, which entails lifting and perform all functions as set forth

Salary based on experience. Great benefits including vacation, sick pay (paid time off), 401k, employee discount and much more for those with qualifying hours.

Do not send with resume attachment. Cut and paste resume in replying email.

For your application to be considered, please include the answers to all three of the following questions:

- 1) Why do you want to work in our store?**
- 2) What kind of job are you looking for?**
- 3) Please explain why you think you are qualified for this position**