

Supv Retail

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| 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

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| 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 |

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 | |

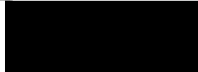
Knowledge, Skills and Abilities

| 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> | | | | | | |
|---|--|--|--|--|--|--|

| 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 | |

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 | | | | | |