

Benchmark Title**RETAIL SUPERVISOR****Job Summary**

Oversees the operation of a retail store and performs duties to ensure its smooth operation as required. Orients, trains, schedules, monitors and provides direction to store staff and volunteers.

Key Duties and Responsibilities

1. Orients, trains, schedules, monitors, evaluates and provides direction to store staff and volunteers; complete timesheets and attendance records.
2. Promotes the store by performing duties such as placing advertisements in newspapers, on radio and television and attending trade shows.
3. Purchases products for sale and purchases supplies.
4. Receives product donations and prepares them for display in the store according to established policies by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
5. Maintains or changes product displays including those required for periodic sale events.
6. Performs product inventory in accordance with established policies and maintains related records.
7. Greets and assists customers with product selection.
8. Operates cash register and processes cash, debit card, and credit card sale transactions.
9. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
10. Prepares and makes bank deposits; maintains financial records such as the daily journal.
11. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
12. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
13. Maintains the cleanliness of the store by ensuring that maintenance duties are completed and by performing duties such as cleaning windows, sweeping floors and dusting product shelves as required.
14. Performs other related duties as required.

Qualifications***Education and Knowledge***

Grade 12.

Training and Experience

Two (2) years recent related experience, including one (1) year supervisory experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Retail Supervisor

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires 2 years recent related experience including one year supervisory experience	4	100
3	Physical Demands – Sometimes kneels, bends, crouches, reaches or stretches to cashier and maintain inventory; occasionally lifts and carries moderate weight items	3	21
4	Concentration – Often focuses on documents while performing inventory, cashier and purchasing functions	4	33
5	Independence – Guided by general procedures or instructions, selects amongst alternative courses of action to supervise retail workers, maintain price and inventory control systems	4	57
6	Judgement – Assesses inventory levels to guide purchasing decisions; assesses the performance of retail workers to conduct performance evaluation and provide direction	4	57
7	Leadership/Supervision – Supervises retail workers by scheduling and assigning work, providing input to evaluations, and determining and providing training	4	80
8	Accountability – Work performed and decisions made have direct impact on the operation of the retail store and other programs through revenue enhancement. Errors may cause moderate financial loss	5	71
9	Communication – Facilitates participation and joint effort of retail workers and volunteers to operate a retail store; retail workers and volunteers are normally cooperative.	4	57
10	Care of Individuals – Little or no responsibility.	1	10
11	Environment/Working Conditions – Pace of work is usually controlled by the employee, but once in a while there are some time pressures to finish specific job tasks such as completing timesheets and performing inventory	2	17
Total Points			541