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| **JOB DESCRIPTION** | | | | | | |
| **DATE:** | | | | | | |
| COMPANY: |  | | JOB TITLE: | | FIRST-LINE SUPERVISOR/MANAGER OF RETAIL SALES WORKERS | |
| DEPARTMENT: |  | | CURRENT INCUMBENT: | |  | |
| DIRECT SUBORDINATES: |  | | INDIRECT SUBORDINATES: | |  | |
| BRIEF DESCRIPTION: | | The post of a first-line supervisor or manager of retail sales workers consists of directly supervising sales workers in a retail establishment or department. It also consists of performing management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties. | | | | |
| QUALIFICATIONS & REQUIREMENTS: | | * High school diploma or equivalent; * Ability to give full attention to what other people are saying, and to adjust actions *in re*lation to others' actions; * Ability to use logic and reason to identify the strengths and weaknesses of alternative solutions, and to monitor/Assess performance of other individuals. | | | | |
| COMPETENCIES: | | * Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations. * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations. * Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations. * Integrity — Job requires being honest and ethical. * Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. | | | | |
| TASKS: | | * Assign employees to specific duties; * Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers; * Enforce safety, health, and security rules; * Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised; * Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate; * Instruct staff on how to handle difficult and complicated sales; * Inventory stock and reorder when inventory drops to a specified level; * Monitor sales activities to ensure that customers receive satisfactory service and quality goods; * Plan budgets and authorise payments and merchandise returns; * Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints. | | | | |
| LINES OF COMMUNICATION: | | SPECIFY | | | | |
| WORKING CONDITIONS: | | Indicate whether the position is half time or full time. List any unique working conditions such as hours  etc. | | | | |
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| SIGNATORIES: | | | | | |  |
|  | NAME: | | | DATE: | | SIGNATURE: |
| INCUMBENT: |  | | |  | |  |
| LINE MANAGER: |  | | |  | |  |
| HR MANAGER: |  | | |  | |  |