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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.
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| 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.
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| 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.
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| 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: |  |  |  |