

Job Description: Shift Supervisor

Reports to: Manager

Classification: Retail Store Supervisor **Work Location:** Milwaukee (Bayshore)

Supervisor of: Retail Sales Clerk

JOB SUMMARY

Works under direction of the Store Manager. Responsible for the daily operation of the retail store. Greets and waits on customers. Sets up displays, maintains inventory levels, stocks shelves, keeps store looking clean and neat at all times. Makes sure that every customer has an unforgettable and enjoyable experience.

ESSENTIAL FUNCTIONS

1. Responsible for the daily operation of retail store
2. Meets with managers/owners to review staff performance and general business
3. Assigns stations for staff for their shifts
4. Greets and waits on guests (everyone, every time)
5. Delegates duties to staff to maintain a clean, well-kept retail store
6. Trains new staff and monitors all staff's performance
7. Understands and follows Kilwin's procedure and policies

ADDITIONAL RESPONSIBILITIES

1. Answers phone in professional manner
2. Takes called-in and walk-in mail orders

KNOWLEDGE, SKILLS AND ABILITIES

1. Must have excellent people/customer skills
2. Good math skills, have ability to read scale and run cash register
3. Must be able to follow corporate policies and procedures
4. Must have good organizational and follow through skills

EDUCATION AND EXPERIENCE

1. High school diploma necessary
2. Previous sales experience desired, but not required

PHYSICAL REQUIREMENTS

1. Ability to lift 50 lbs. in merchandise
2. Ability to stand on feet in retail store environment for long periods
3. Ability to handle intense pressure from overbearing boss!!!