



## Job Posting Request Form

### Company Name

Mountian warehouse

### Position Title

Supervisor

### Job Description

Job Description

FANTASTIC EMPLOYEE DISCOUNT - 50% OFF!!!!

Position: Retail Supervisor

Functions: Sales and Customer Service, responsible for staff whilst on duty

Reports to: Store Manager and Assistant Store Manager

Location: Devonshire Mall, Windsor, ON

Overall Job Responsibilities: To optimize the selling capacity of the store, by providing excellent customer service and key product knowledge, to maximize sales and enhance the customer experience.

Job Responsibility including but not limited to:

Customer Service:

To provide exceptional customer service through both direct and indirect selling techniques, according to Mountain Warehouse standards and expectations. To understand and accomplish the Non-negotiables in; operations, service, sales with a commitment to the 7 steps of selling, for the demands of the business on the selling floor, fitting room, cash point and stockroom replenishment.

Job Knowledge:

Assist management in supervision of staff in all matters regarding; cash handling, till systems, customer transactions, till procedures

In absence of management, authorize exchanges and refunds, authorize staff purchases, all till procedures, opening till procedure and set up, end of day transaction and cash balancing.

Assist managers with daily paperwork, staff rotas, delivery confirmation, and shortage reports.

Supervisors will actively work with garments on a daily basis, including shipment processing, stocking, replenishment, displays, merchandising all to the Mountain Warehouse visual guidelines to maximize selling opportunities.

Operate cash point and handle all required transactions, address and handle all customer questions or concerns, ensuring transaction accuracy and issuing receipts.

Shipment delivery:unpacking merchandise, hang, size cube and price all merchandise where necessary ready for visual placement on the selling floor within a 24 hour time period.

Maintaining key visual standards on the sales floor and stockroom including, stock levels, cleanliness and general housekeeping throughout the day.

Efficiency

To ensure daily checks on price changes, reductions, transfers and daily cash register routines.

Keeping a steady and fast pace, to ensure customer are welcomed and needs are met, completion of stock, replenishment and sales floor visual standards.

Sales

In absence of management, ensuring team is aware of daily sales targets and how to maximize sales.

Willingness to offer additional goods and services in order to ensure customer is fully aware of the range of products and to increase both sale value and store/individual targets.

Ensure proper all transactions at the cash point are accurate, packaged correctly and always thank the customer for their purchase.

Seek guidance for manager on duty with any customer inquiries for refunds or credits.

Team Player

To maintain a working atmosphere, where you work effectively and efficiently with fellow team members to ensure the selling floor, cash point, fitting rooms and stockroom are clean and well maintained to Mountain Warehouse standards.

To assist management team with the training and development of sales associates and new employees.

## Company Policies and Procedures:

Utilize established Mountain Warehouse policies and procedures to assist in loss prevention for the store and partner with store management where required.

Read to and understand company handbook and policies. Adhere to all company Health and Safety rules and regulations and to report any security or Health and Safety concerns to management.

LP awareness and diligent on security measures throughout the store and stockroom

In managers absence, ensuring company policy and procedures are adhered to; opening and closing procedures, cash security, theft, refunds, stock return, staff purchases, discounts

## Candidate Qualifications:

High School graduate or equivalent preferred  
6 months to 1 year of experience in customer service, retail industry preferred

Ability to lift in excess of 20 pounds

Ability to stand for long periods of time, bend, stretch, engage in repetitive motions, push, pull and carry items (mannequins, clothing, cartons, torsos, etc.) for a short distance

Ability to climb a ladder and use a step stool

## Skills sets required:

Demonstrate excellent customer service skills

To recognize selling opportunities and utilize the 7 steps of selling

Ability and willingness to run cash register

Clear communication and organizational skills

Ability to work in a fast paced environment and be able to multitask

Self-initiative and drive to be able to work independently and as part of a team

Understanding the need to meet tight deadlines

To be able maintain good time management and prioritize tasks at hand

Must have flexible working schedule to be able to work days, nights and weekends

Part-time hours: 15-25 per week

Job Title: Part-time Department

## Contact Name

Pam Martin

## Contact Phone Number

(248) 758-0015

## Contact Email

pmmountainwarehouse@gmail.com

**What type of job is this?**

Part Time

**Position Opening Date**

Wednesday, September 16, 2020

**Position Closing Date**

Friday, October 16, 2020

**Does your job posting relate to one of RU's majors? If so, please notify the department chair for this major. (select all that may apply)**

Management (School of Business and Professional Studies)

Mass Communication (School of Business and Professional Studies)

Strategic Leadership (School of Business and Professional Studies)