

Charleston Shoe Company – Retail Store Supervisor

Job Description

RETAIL STORE SUPERVISOR POSITION SUMMARY: Retail Store Supervisors work at the direction of Store Managers and/or Area Managers or Director of Retail and are responsible for directing daily store operations and staff while providing leadership and managing the store to achieve the growth and profitability goals of the Company. A Supervisor should be a confident salesperson with good leadership qualities in order to maintain the function of the store in a manner consistent with the vision of the Founder/CEO.

ESSENTIAL FUNCTIONS:

- Manage daily operations of business and ensure sales goals are met
- Lead Associates in daily operations such as serving customers, receiving inventory, reconciling cash and general store operational needs
- Maintain store performance by coaching, counseling, planning, monitoring and appraising job performance of Associates
- Support the Store Manager in achieving the financial objectives of the store
- Establish rapport and trust with customers
- Support the Store Manager in the building of relationships with local businesses to expand the development of the Charleston Shoe Company brand in local communities
- Coordinate with the Store Manager to plan, design and facilitate layout and look retail location
- Work closely with Store Manager to ensure maintenance of sufficient and accurate inventory levels
- Protect Associates and customers by providing a safe and clean store environment
- Maintain the stability and reputation of the Company by complying with legal requirements
- Ensure operational policies and procedures are enforced, as dictated by the Store Operations manual, the Human Resources manual, and other related material. This includes, but is not limited to, proper procedures for associate appearance, sales techniques, cash management, credit card and check processing.
- Behave in a manner consistent with the values of the Company

PREFERRED QUALIFICATIONS:

- Education/Experience: Should have 1-2 years of Supervisory experience in a retail environment or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
- Demonstrated ability to develop Associates to become an effective salesperson.
- Strong customer service, management, and communication skills

KNOWLEDGE, SKILLS & ABILITIES:

- ▪ Ability to set correct priorities and ensure timely execution of daily business requirements
 - ▪ Ability to lead effectively in a demanding, fast paced, team environment
 - ▪ Outstanding interpersonal and communication skills
 - ▪ Demonstrated ability to be self-motivated and take initiative
 - ▪ Excellent clientelling skills
 - ▪ Good organizational skills, time management and computer skills
 - ▪ Ability to work a flexible schedule
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- CSC - JD Store Supervisor 5/2023
 - ▪ Enterprising, strong work ethic
 - ▪ Attention to detail
 - ▪ Ability to learn new functions, procedures
 - ▪ A charming, can-do attitude

The above information in this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description at any time. Charleston Shoe Company is an Equal Opportunity Employer. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.