

JOB TITLE: Retail Supervisor

CLASS: Management

CATEGORY: At-will

STATUS: Full-time, Exempt

BENEFITS: Eligible

REPORTS TO: Senior manager in Public Services

LAST UPDATED: January 3, 2013



JOB SUMMARY:

The Retail Supervisor is responsible for the effective and efficient operation of the high-volume, high-energy Free Geek Thrift Store. This position works closely with the senior manager in Public Services. The incumbent will be expected to achieve stated sales goals and recommend improvements to the Thrift Store and other retail activities.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Hire, train, evaluate, mentor and discipline up to 3 FTE.
- Set regular schedules and daily breaks for all store shifts.
- Report sales figures and all other relevant metrics and analyses to the senior manager in Public Services accurately and in a timely fashion.
- Work with Sales Staff to maximize retail revenue within established guidelines for consumer education and environmental responsibility.
- Maintain high standards of customer service for all store interactions.
- Participate in general Sales Staff duties including volunteer coordination.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Ability to effectively guide and direct the work of employees with a narrow range of duties and skill levels.
- Ability to effectively manage a narrow range of projects and activities at one time.
- Some motivation and aptitude for self-directed learning
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required.
- Two years of full-time retail or other sales/customer service.
- One year of supervisory experience.

- Intermediate to advanced knowledge of computer hardware.
- Proficiency with using standard office software.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Ability to lift and carry up to 40 pounds on a regular basis.
- Ability to stand and perform data entry for extended periods.
- Ability to multi-task.
- Aptitude for and enjoyment of helping people.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to remain flexible as Free Geek grows and changes.
- Ability to consistently follow policies and procedures.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Previous Free Geek work or volunteer experience.
- 2-4 years of supervisory experience.