

Retail Store Supervisor

Company Description

Multi-faceted, Black-owned and woman-owned fast-growing small business enterprise, consisting of several subsidiaries that operate from its Oakland City/Atlanta headquarters. The company is involved in (but is not limited to) acquiring, renovating, and managing various types of real estate properties; renting both indoor and outdoor residential and event spaces; the operation of an on-site retail space; running a Bed and Breakfast; and showcasing various community and social events, including those designed for charitable donation and the distribution of goods and services to the needy.

Job Overview

The Retail Store Supervisor will be responsible for managing the daily operations of our retail store: Shifting Energy Eclectic Collectibles. We are sourcing for a professional, customer service-oriented store supervisor who will oversee the ongoing development, management, and maintenance of the business, employing strategies designed to meet and consistently increase sales goals, keep inventory levels in line, and ensure five-star customer satisfaction. The Supervisor will lead, guide, train, and direct the store's staff, ensuring high levels of customer service, maximized sales, and profitability. They will also be responsible for the e-commerce store and online shipping of those sales. The Supervisor will report directly to the CEO and will collaborate with her in guiding team members towards achieving her vision and goals for the store.

Responsibilities

- Partner with the CEO to develop and establish sales, profitability, and customer satisfaction strategies; collaborate to design and maintain ongoing policies, procedures, and activities that will attract and maintain customers and expand online and in-store traffic and sales
- Produce required periodic sales and other reports
- Direct work processes and the staff's daily administrative responsibilities
- Manage all controllable costs, budgets, etc. to sustain and maintain operations' profitability
- Manage and maintain point of sale and credit card handling systems, cash sales, bank deposits
- Comply with all legal requirements and immediately report any related issues to the CEO
- Ensure customer needs are met, respond to and resolve customer complaints and concerns in a timely manner-reporting them to the CEO when escalation is necessary
- Recruit, hire, and train staff; conduct performance reviews, discipline, and terminate as needed
- Model company culture, lead team by example
- Forecast staffing hours to ensure adequate sales and stockroom coverage as needed
- Create and maintain store displays; oversee management of inventory, to ensure that each piece received is logged in, tagged, moved, and stored in a safe and orderly manner
- Maintain store cleanliness standards, partner with maintenance team regarding emergency and scheduled repairs
- Work/coordinate with outside business partners and vendors
- Advanced knowledge of POS systems, Word, Excel, and QuickBooks
- General knowledge of "Social Media" apps to encourage customer social media interaction and store reviews by posting store activities and social media campaigns

Qualifications:

- BA degree in business related field, or high school diploma with extensive retail work history
- 3+ years retail management experience at a small-medium sized furniture/home goods store
- Customer service oriented with in-depth knowledge of sales and business management processes and procedures
- Outgoing, professional, articulate, adaptable, people-friendly
- Strong motivational, organizational, leadership, and financial skills
- Excellent interpersonal and communication skills
- Enjoys working with teams, customers, and management
- Adept at professionally managing/disciplining team members, using HR accepted protocols

Compensation and Benefits

- Hourly: \$25.00 (plus bonus potential)
- Start date: Immediate
- Some weekend, night hours required
- In-store work schedule