

# Phase Eight

## Job Description

**Position: Supervisor**

**Reporting to: Store / Concession Manager**

## Job Purpose

To generate sales by delivering outstanding customer service and maintaining exceptional standards, providing a world class shopping experience that means our customer returns again and again. To support the management team to ensure the profitability of the store/concession and drive sales through effective management and communication with the team.

## Responsible for

### Sales

- Actively sell in a professional and friendly manner
- Achieve sales goals by demonstrating a passion for retail, the product and our brand
- Confidently introduce our full range of products & services
- Participates in sales initiatives and ensure team are aware of all opportunities to potentialise sales

### Service

- Provide an inviting and welcoming atmosphere for our customers
- Engage with our customers, to exceed their expectations and build customer loyalty
- Make the customer experience fun
- Promote a customer focus within the team
- Maintain knowledge of competitor sales and activity

### Product

- Maintain an in-depth knowledge of our product in order to aid our customers fashion needs
- To provide accurate and informative product knowledge including the features and benefits of the products available
- Promote the brand, products and services at all times

### Operations

- Ensure sales transactions and all cash handling procedures are processed with care and attention in line with Company policy
- Adhere to stock control procedures and highlight any areas of improvement to line manager
- Maintain the health and safety of colleagues, customers and contractors
- Support the management team in ensuring the team are trained and understand all till and cash handling procedures

### Teamwork

- Work as an effective part of the store and regional sales team
- Demonstrate flexibility in order to meet store needs
- Support Style Consultants with learning and development needs
- Support all team members in achieving team goals through professional and effective relationships
- Communicate team goals and objectives in the absence of your line manager

**Key behaviours**

**Essential**

Sales and target driven  
Customer service focused  
Passion for fashion  
Commercial awareness  
Strong work ethic  
Effective communicator

**Desirable**

Fashion retail experience  
Planning and organisation skills  
Team player  
Highly motivated

**Name** : .....

**Signature** : .....

**Date** : .....