

PART-TIME SUPERVISOR

WORKROOM

Reports to: Workroom manager

General Summary: The role of the supervisor is to assist in the day to day running of the Workroom providing our walk-in and online customers with a high level of service.

Essential Job Functions:

Mail Order Department

- Processing the incoming online orders, ensuring high standards of customer service
- Ensuring products are securely packed to avoid damage in transit
- Answering telephone and/or email queries from customers
- Liaising with customers and dealing with any issues, keeping the customer informed as the issue is dealt with
- Organising courier collections
- Communicating with the Workroom manager with regard to stock levels and any other pertinent issues

Operations

- Assume responsibility for opening and closing the Workroom and securing all assets
- Maintain an efficient ordering system to ensure that all necessary Workroom products and office supplies are available
- Maintain all building mechanical/security systems; issues that cannot be fixed should be reported to the Workroom manager
- Maintain clean, tidy and well-organised stock-rooms, kitchens and workspaces

Stock Management

- Maintain stock accuracy by overseeing correct product input into the till system
- Help conduct weekly stock takes to ensure up to date stock accuracy
- Help process weekly stock transfers on set days ensuring the shops receive all goods by set deadlines
- Ensure stock is processed, priced and stored in the appropriate way
- Make sure damaged or faulty goods are processed in a timely, accurate manner
- Protect company assets through staff training and promoting awareness of loss prevention

Stockroom

- Being conscientious by regular monitoring of tidiness - keeping stock ordered, clean and in the correct place, as well as sweeping and dusting
- Being proactive and using initiative to help with the unpacking, checking and pricing of deliveries of stock that arrive on a daily basis. This may require some lifting
- Maintain any labelling systems or stock systems throughout the day

Customer Service and Workroom Shop

- Be personally available to all customers; communicate and identify their needs, addressing their questions or concerns
- Maintain high merchandising values that reflect the LABOUR AND WAIT philosophy
- Make sure products are displayed and visual merchandising maintained in the window and pegboard of the Workroom
- Make sure all products are clean of dust and marks, and are not damaged
- Dealing with potential shoplifters through customer service and by alerting other members of staff of your suspicions

Personnel

- Encourage and motivate employees so that each person contributes to the productivity of the Workroom
- Ensure employee performance and standards are upheld in regards to customer service
- Delegate work load appropriately and effectively
- When necessary, discipline employees consistent with the company disciplinary policies

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Communication

- Maintain open and positive relations with all parts of the company
- Give feedback to the team with customer comments and employee opinion
- Ensure the company policy and procedures are communicated in a timely manner and adhered to accordingly

Leadership, Training and Staff Development

- Develop and support a positive attitude towards all members of Labour and Wait
- Maintain employee attitude and morale by recognising outstanding performance and service
- Provide an "open" policy where staff are free to express their concerns/feelings without fear of retribution or ill will

Other Requirements

- Keep the kitchen clean and tidy
- Observe and report any health and safety issues
- You may be asked to provide cover in the shop and assist generally with tasks related to a retail environment

Physical Requirements

- Able to stand/walk for extended periods of time
- Able to reach overhead, bend, squat, kneel, and carry
- Able to walk up and down staircase, carrying boxes, product, and other necessary Workroom related items
- Able to perform general utility tasks: sweep, vacuum, empty rubbish, clean, etc.
- Able to safely lift boxes up to 25kg
- Comfortable in climbing ladders
- Available to work shop schedule Monday to Sunday with flexibility for stock-takes, out of hours maintenance, etc.

Minimum Job Qualifications

- Ability to give clear directions and set expectations for staff
- Excellent organisational and communication skills
- Apple Mac and iPad proficient
- Accuracy and attention to detail
- Self-motivated
- Able to train and delegate effectively
- Ability to problem solve
- Ability to work with team

Employee Conduct

It is the responsibility of every employee to contribute to a positive work environment through cooperative and professional interactions with co-workers, customers and vendors / visitors.