

<b>Title</b>	Retail Supervisor
<b>Classification</b>	Exempt, Full-time
<b>Reports to</b>	Retail Manager
<b>Location</b>	Ferry Building and Third Street

## Summary

The Retail Supervisor is responsible for operating the Recchiuti Confections store at the Ferry Building Marketplace and theLab in Dogpatch. A key objective for the Retail Supervisor is managing the day-to-day operations of the Ferry Building Marketplace Store, with a focus on the sales floor. This position also oversees sales associates, ensuring that sales goals are achieved and exceeded, customer service standards are upheld, and all operational procedures are followed. The Retail Supervisor is a strong role model for the sales team and assists with training and coaching. Additionally, the Retail Supervisor also provides input to the Store Manager on longer-term projects such as budget, sales forecasting, and employee development.

## Essential Duties and Responsibilities

### *Sales & Customer Service*

- Assist customers on floor as needed
- Ensure Recchiuti standards of customer service are met or exceeded
- Set daily sales goals in conjunction with sales staff
- Meet or exceed daily sales goals through use of tools such as mini-games, promotions & sampling
- Develop and implement promotions in conjunction with Store Manager

### *Store Operations*

- Oversee day-to-day operations of store and delegate projects including:
  - Daily project list
  - Opening and closing procedures
  - Cash handling – including counting drawers in and out
  - Deposits
  - Change runs
  - Office supply orders
  - Product receiving (shared responsibility with Store Manager)
  - Preparation for gourmet tours
  - Cleaning and store maintenance tasks
  - Orchestrate and monitor staff breaks and lunches
- Ensure that store procedures are followed and assist in roll-out of new procedures or updates
- Keep store neat and organized at all times

### *Product Presentation & Management*

- Inventory management (in conjunction with Store Manager)
  - Supervise twice-monthly store inventory
  - Act as back-up for store ordering
- Ensure that the sales floor is adequately up-stocked, signed and merchandised effectively
  - Develop ad hoc signs as needed

- Implement remerchandising plans and ensure proper display maintenance
- Collaborate with Store Manager and Creative Director to develop merchandising strategies and plans

### *Health & Safety*

- Ensure health and safety standards are met
- Monitor health and safety documentation and ensure it is updated on a regular basis

### *Staff Leadership*

- Monitor staff to ensure that store procedures are being followed
- Assist with training of all sales associates
- Act as strong role model for sales associates and lead by example
- Correct and guide staff through constant communication of expectations and day-to-day performance
- Assist staff in reaching individual objectives set by Store Manager via day-to-day coaching
- Provide input to Store Manager for 90-day and annual performance reviews
- Contribute to FBM store staff meeting preparation and presentation

## **Job Qualifications and Competencies**

### *Required Knowledge, Skills, and Abilities*

- Strong retail experience – particularly within a fast-moving customer-focused environment
- Management or supervisory experience – ideally in a retail environment
- Ability to interface and communicate effectively
- Strong attention to detail while keeping in mind the big picture – able to prioritize
- Well organized, deadline oriented, flexible, and effective with multiple tasks
- Accepts direction willingly and follows through with delegated tasks in a timely manner
- Strong basic computer skills – experience with MS Office a must
- Well groomed
- Be computer proficient (Word, Excel, Outlook). Experience with POS systems a plus
- Fluent in English

### *Desired Knowledge, Skills, and Abilities*

- Experience with POS systems a plus
- Experience working in a small, entrepreneurial company
- Ability to speak other languages a plus.
- Interest in artisan foods

## **Physical Demands**

The essential functions of this position require consistent standing and the ability to lift 40lbs unassisted.

## **Work Schedule**

This position's workweek will likely include one weekend day. Longer hours are likely during peak holiday seasons.