

# STASH IS HIRING!

## Retail Supervisor, full-time position

Do you have a passion for craft? Do you enjoy a leadership role in a retail environment? We are hiring for a new position at STASH - Retail Supervisor, Full Time! If you have excellent customer service skills and experience working a supervisory role in a retail environment then we would love it if you considered joining our awesome retail team. The right peep for the position must be available and willing to work Wednesdays to Sundays to start, and is able to commit to working Tuesdays to Saturdays after an initial three month period.

To apply, please send your cover letter and full resume to [nicole@stashlounge.com](mailto:nicole@stashlounge.com) by 5pm on Sunday, March 14th, 2021. Only email applications will be accepted. We thank everyone who applies but only those selected for interviews will be contacted.

### **DUTIES - the Retail Supervisor job duties include:**

- Directly supervise STASH's retail employees
- Enforce health, safety, and security rules
- Model excellent customer service for employees
- Collaborate with management to develop department policies, goals, objectives, and procedures
- Check merchandise to make sure it's correctly priced, displayed, and meets quality standards
- Monitor inventory levels and coordinate reordering with managers as needed
- Make sure store is clean and organized
- Assign employees to specific tasks
- Resolve employee related problems
- Evaluate employee performance and identify areas to improve
- Provide corrective feedback to improve employee performance
- Provide positive feedback (reinforcement) to recognize good performance
- Train employees to use equipment and complete job related tasks such as using the cash register, greeting customers, and handling customer complaints
- Assist with hiring retail sales associates
- Create inventory and sales reports for management
- Resolve customer complaints

## **REQUIREMENTS - Here is a handy list of the core requirements needed:**

- Must know the basics of knitting - cast on, knit, purl, cast off
- Previous retail experience is required
- Strong, positive communication skills are required
- Must be patient and a good listener
- Ability to lead and inspire in a team environment is a must
- Knowledge of crochet/embroidery, other crafts are an asset
- Experience with Shopify is an asset

## **TRAINING - We will work closely with the Retail Supervisor so that their experience at STASH is a success. We do this by:**

- Providing one-on-one training sessions that overview our policies, our POS system, phone system, daily email, shopify, social media channels, and shift procedures.
- Providing training on knitting & crafting skills, how to substitute yarns, selecting knitting needles, and a review of STASH products.
- Conducting a thorough overview of current operational strengths and weaknesses and developing a strategy for retail operations going forward.

## **COMPENSATION**

This full time position pays \$17.00 an hour to start. Other benefits include a great deal on STASH products or on products ordered from STASH distributors. Full details of these benefits can be discussed in person. This is a new position at STASH and there will be opportunities for the role to evolve and grow with the business.