

Job Profile



West Bromwich Albion Retail

Employee:

Position: Retail Sales Supervisor

Reporting To: Store Manager & Store Co-Ordinator

Role

To directly assist the Store Manager in the day to day running of the store by distributing tasks to members of staff and overseeing all aspects of the shop floor in the absence of the manager

Place Of Work

Normal contracted hours at The Stadium Mega Store, The Hawthorns Stadium
Other places as required.

Hours Of Work

As per contracted hours over a 7 day week.

Due to the nature of the football industry you may be required to work outside of your contracted hours.
Prior notice will be given in this instance.

Duties

To ensure the smooth running of the retail store and maintaining the store standards by:

- > Opening and closing of the store in the managers absence
- > Oversee refunds and exchanges
- > To ensure all available stock is available in order to maximise sales
- > To oversee that the 'end of day' cashing up/banking is dealt with in accordance with usual shop procedures
- > Participating in the day to day running of the shop
- > Keeping the store and displays clean and tidy at all times
- > Operating the till and accurately handling cash, credit/debit card and voucher transactions
- > Follow cashing up procedures
- > Assist in changing displays of shop stock
- > Receiving deliveries where required, unpacking and stock replenishment or storing stock
- > Assisting with regular stock checks and annual inventories
- > Ensuring all fire exits and escape routes are kept free from obstruction
- > Being vigilant at all times and to help minimise stock loss
- > To ensure that excellent customer service is demonstrated at all times by developing a good knowledge of all merchandise and responding politely and professionally to both customers and other retail staff
- > To work as part of a team with other members of retail staff and to be aware of what is happening in and

around the shop floor, and assist customers wherever possible

- > Ensure that any issues concerning customers and stock are reported to the Store Manager
- > Adhere to the current WBA FC Retail standards of presentation for dress
- > Ensure all Health & Safety procedures are effectively carried out and report any concerns to the Store manager
- > To maintain a professional relationship with all retail staff
- > Other duties may be required within the role of Shop Supervisor to suit the needs of the individual store
- > Timekeeping-It is your responsibility to be ready to start your work at your contacted time. Poor timekeeping will not be tolerated
- > Reporting sickness-Please ensure you contact your line manager as early as possible, preferably before your shift begins