

Como Friends

POSITION DESCRIPTION

July 2017

Sales Supervisor

Primary Purpose

To assist in establishing Garden Safari Gifts as a well-managed gift shop with a strong profit margin that sells a wide range of merchandise appealing to the diverse people who visit Como Park Zoo & Conservatory (CPZC) and to assist in establishing Garden Safari Gifts as a destination gift store in the Twin Cities market. The Sales Supervisor directly supervises sales associates in all Garden Safari Gifts locations, ensures excellent customer service and promotes Como Friends and its mission.

Experience and Qualifications

Candidates must have a minimum of two years' experience in a specialty retail or museum retail environment supervising retail sales staff combined with a High School Diploma or General Education Degree (GED). The successful candidate will have a proven track record in supervising staff, managing difficult customer service situations, handling cash, reconciling cash drawers and problem solving and be highly organized and detail oriented. The Sales Supervisor will work a non-standard/flexible schedule, which will include weekends, holidays and occasional evenings. The candidate will have the ability to work effectively as part of a team and/or independently.

Job Responsibilities

- The Sales Supervisor will spend 80% or more of time directly on the sales floor supervising staff, assisting customers and maximizing sales.
 - ✓ The Sales Supervisor will assist Store Managers in staff training on all aspects of staff duties and responsibilities.
 - ✓ Ensure customer needs are met, problems are resolved, and service is efficient and friendly.
 - ✓ Address customer complaints.
 - ✓ Maintain an awareness of loss prevention, security and safety in the shops.
 - ✓ Act as liaison between managers and sales associates to ensure clear communication of policies and procedures and provide input for sales associate annual performance appraisals.
 - ✓ Maintain store appearance, stock levels and merchandise presentation to store standards.
- Perform day-to-day operations of a retail store.
 - ✓ Prioritize, assign and direct work of sales associates and volunteers, including daily merchandise replenishment.
 - ✓ Prepare and organize all necessary equipment and cash for opening all retail locations, supervise final closing for all retail locations.
 - ✓ Be responsible for control, monitoring and dispersal of all store monies, including change orders, during the day.

- ✓ Assist sales associates in daily closing of cash drawers and solving drawer problems.
- ✓ Complete daily closing sheet and prepare bank deposits.
- Oversee point of sale system questions from sales associates; be responsible for resolving system issues in the various retail locations and contact POS support when necessary.
- Assist the managers and inventory staff to maintain accurate inventory; including routine cycle counts and annual inventory preparation, physical counts and reconciliation.
- Support gift shop programs and campus wide programs and events.
 - ✓ Will take the lead role in operational assignments as assigned; including visual, logistical, operational and botanical emphasis.
 - ✓ Monitor for stroller/wheelchair & Electric Scooter rental issues. Assist with Penny & Medallion Machine maintenance contractors.
 - ✓ Assist in implementing special events.
 - ✓ Work seamlessly with Como Park Zoo & Conservatory and their vendors to assist with their needs.
- Physical specifications: Constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders. Vision abilities include close vision, depth perception, and ability to adjust focus. Involves lifting at least 30 lbs.
- Performs other duties as assigned.

The Sales Supervisor is supervised by both the Gift Shop Manager and Assistant Manager. This is a full-time position with a competitive salary and benefits. Benefits include: health insurance, dental insurance, life insurance, long-term disability insurance, short-term disability insurance, retirement plan, paid vacation, paid holidays, paid personal days and sick leave.

Como Friends is a nonprofit 501(c) (3) organization that inspires community generosity to advance Como Park Zoo and Conservatory as a destination where people from all walks of life can gather, learn and enjoy the natural world. Como Friends is the nonprofit partner of Como Park Zoo & Conservatory. It manages the retail operation on the grounds of the Zoo and Conservatory.

How To Apply

To apply, please send a cover letter and resume to gardensafarigifts@comofriends.org.

Individuals of diverse backgrounds are encouraged to apply.