

Como Friends

POSITION DESCRIPTION

September 2021

Sales Supervisor

Primary Purpose

The Sales Supervisor, under the direction of the Retail Store Manager, will assist in establishing Garden Safari Gifts as a well-managed, destination 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. The Sales Supervisor partners with the Retail Store Manager and other Sales Supervisors to supervise sales associates in all Garden Safari Gifts locations, ensure excellent customer service, and promote 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, and performing day-to-day operations. The successful candidate will have a proven track record of successfully coaching and developing staff, managing difficult customer service situations, handling cash, reconciling cash drawers, problem solving, and will be highly organized and detail orientated. The Sales Supervisor will work a non-standard/flexible schedule which will include weekends, holidays, and occasional evenings. Candidates 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 their day directly on the sales floor providing excellent customer service, maximizing sales, addressing customer issues, and directing and supervising staff in the absence of the Retail Store Manager.
 - Fully complete the Daily Assignment Sheet for store staff
 - Communicate that information to all Sales Associates and Sales Supervisors
 - Direct staff in providing excellent customer service by greeting customers.
- The Sales Supervisor will assist the Retail Store Manager with staff training for all aspects of staff duties and responsibilities to ensure customer needs are met, problems are resolved, and service is efficient and friendly.
- Act as liaison between the Retail Store Manager and sales associates to ensure clear communication of policies and procedures and provide input for sales associate annual performance appraisals.

- Ensure store appearance, stock levels and merchandise presentation meet store standards. Prioritize, assign, and direct the work of sales associates and volunteers.
- Supervise the completion of daily merchandise replenishment.
- Maintain an awareness of loss prevention, security, and safety in the shops and model best practices for sales staff.
- Perform day-to-day operations of a retail store including all aspects of cash handling activities. Monitor the control and dispersal of all store monies, including change orders, during the day. Verify and complete the daily closing sheet and prepare bank deposits.
- Assist with point-of-sale system questions from sales associates. Responsible for resolving system issues in the various retail locations and contact POS support when necessary.
- Nurture sales associates to complete assigned operational projects including visual, logistical, operational, and botanical projects.
- Assist the Directors, Retail Store Manager, and inventory staff to maintain accurate inventory, including routine cycle counts, annual inventory preparation, physical counts, and reconciliation.
- Support and assist with gift shop, Como Friends', and campus wide programs, initiatives, and 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. Ability to lift at least 30 pounds.
- Performs other duties as assigned.

Salary and Background

The Sales Supervisor is supervised by the Retail Store Manager. This is a full-time position with a competitive salary. Benefits include health insurance, dental insurance, life insurance, long-term disability insurance, short-term disability insurance, retirement plan, two weeks paid vacation, eleven paid holidays, three paid personal days and sick leave.

Como Friends is a nonprofit 501(c)3 organization that inspires community generosity in support of Como Park Zoo and Conservatory, so it thrives for generations to come.

Como Friends is the nonprofit partner of Como Park Zoo & Conservatory. It manages the retail operation on the grounds of the Zoo and Conservatory.