



Title: Evening Store Supervisor

Reports to: Store Manager

Status: Supervisor

Department: Retail Operations

Pay Range: \$18.58- \$21.24 hourly

Full/Part Time: Full-time

Wage Last Amended: June 2018

Job Description Amended: June 2018

SUMMARY

The Evening Store Supervisor is responsible for ensuring that during evening shift all staff provide friendly and efficient service to retail customers through a positive and professional demeanor, efficient payment processing and possessing a solid product knowledge to answer any questions. You carry out strategies, help change processes, supervise and support staff, problem-solve and address issues during your shift that associates cannot. You ensure all perishable food and drink items are adequately stocked and handled in accordance with policies. In collaboration with Store Manager, you also have responsibility for the store's cash and safe and rectify any discrepancies. You order supplies and oversee receiving, address any order problems, and do system data entry and updating. Finally, you will also oversee general cleaning and stocking duties during evening shift.

JOB DUTIES

Customer Service

- Build rapport with customers with authentic, friendly, helpful, and professional demeanour
- Resolve customer questions, complaints and requests; inform Store Manager when necessary
- Develop and maintain a solid product knowledge in order to answer questions when necessary, and assist customers in locating and selecting products
- Develop and maintain a good knowledge of campus layout and building names in order to provide directions to students and visitors
- Inform Store Manager of difficulties with customers or staff
- Create drinks according to recipe and customer preference - at applicable locations
- Inform customers of upcoming events and promotions within retail or the greater BCITSA
- Assist customers effectively in order to give good service and discourage theft

Transactions

- Perform full cycle of transactions efficiently and accurately
- Process transactions through preferred method of payment
- Handle Compass cards sales - at applicable locations
- Refund and exchange products
- Reconcile mobile ordering transactions – at applicable locations

Cash Handling and Financials

- Count cash in safe each evening, (and morning, when applicable)
- Balance cash and float, and record daily
- Reconcile daily cash discrepancies
- Prepare daily deposits and submit to the Accounting Department
- Investigate and rectify any count issues that arise
- Exchange large denominations for smaller, and maintain coin supply
- Input daily sales into the reconciliation report on share drive

Merchandising

- Ensure store looks neat and professional during evening shift
- Collaborate with Store Manager in creating signage and displays
- Stock shelves and face products
- Price products according to policies and report any discrepancies to Store Manager
- Clean all work areas, contact surfaces and equipment
- Rotate stock by following 'First In, First Out' practice
- Prepare and display food, and replenish throughout the day
- Prepare coffee beans, brew coffee and clean equipment
- Stock food and beverage supplies throughout the day
- Monitor low-selling items and report them to Store Manager
- Carry out promotions and discount pricing in collaboration with Store Manager

Relationship Building, Networking and Communication

- Manage and cultivate authentic relationships with all staff and key internal and external stakeholders, especially suppliers
- Act as main contact point for store(s) location during the shift (i.e. evening shift)

Operational Duties

- Understand, follow and enforce all policies and procedures
- Understand scheduling process and collaborate with Store Manager to troubleshoot and make any short-notice changes to the schedule, as required
- Complete orders from internal staff and student executives
- Understand the process of creating purchase orders for the store(s)
- Submit purchase orders for the store(s) to the Accounting department for processing
- File daily deposit sheets for auditing purposes
- Perform closing procedures
- Maintain store records and security
- Ensure that office equipment is maintained and meeting operational requirements, and report any necessary repairs to Store Manager
- Input internal hot beverage consumption, and deliver to Accounting Portfolio
- Input all coffee cards and loyalty/promotional items into the system and file
- Submit invoices for payment to the Accounting Department
- Prepare catering orders and submit invoices to the Accounting Department

Inventory Control

- Assist in the annual inventory process and conduct spot-inventories throughout the year
- Monitor inventory levels for purposes of ordering
- Write-off stale and out-dated merchandise and input into system
- Prepare, transfer and receive product to and from other store locations, and input into the system
- In collaboration with Store Manager, meet with various sales representatives to receive, exchange or order products
- Research and participate in vendor and product selection
- Receive orders, spot check items to ensure quality, and report any discrepancies to the Store Manager
- Document damaged product received and report it to supplier for refund or exchange
- As required by Store Manager, investigate and rectify any discrepancies in inventory or orders
- Update product barcodes in the system as required by Store Manager

Human Resources Management

- During evening shift, provide leadership to retail staff with effective communication, clear expectations and fairness; supervise staff and delegate duties
- Oversee work relationships with and between staff; address issues in a collaborative manner
- Refer any issues to Store Manager
- In collaboration with Store manager, orient new staff
- Report any accidents to Store manager and HR Portfolio and assist as needed
- Coordinate all staff break and meal times during evening shift

Other Related Duties

- Support Student Executives and other staff members in their respective initiatives
- Assist other staff with duties, especially when busy
- Inform staff of any discounted items and current promotions
- Other related duties as required

BCITSA Agent

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

Supplementary Information

- Attend all staff meetings and training sessions as required
- Requires shift work
- Must be able to lift and carry up to 12 kg (25lbs), bend, crouch, climb and stand for long periods of time
- Must be able to focus on a digital display for long periods of time
- Must be able to handle stress associated with trouble-shooting during evening shift, i.e. replacing staff that called in sick on a short notice

Requirements and Assets

Requirements

- Communication skills
- Relationship building skill
- Customer service skills
- Multitasking skills
- Supervisory Skills course or equivalent
- High School diploma or equivalent
- Two years of experience in a similar role
- Team player
- Intermediate proficiency using Windows computers
- Intermediate proficiency using MS Office Suite

Assets

- Foodsafe Level 1