

Job Description

Job Title:	Store Supervisor
Department:	Home Builder
Reports to:	Home Builder Store Manager

Job Purpose:

To assist and support Store Manager and Deputy Manager with the day-to-day running of the Home Builder store including selling products, ensuring that Health and Safety practices and protocols are adhered to, providing excellent customer service, and interacting with customers to ensure they have a positive and excellent in-store and shopping experience.

Main Accountabilities:

- Assist the Homebuilder Manager/ Deputy in planning and implementing store standards.
- Help coordinate daily running of the store.
- Help evaluate employee performance and identify training needs.
- Supervise, coach, motivate and support staff to perform their best.
- Ensure a clean and tidy work environment.
- Ensure staff dress code standards are met.
- Help ensure that all month end procedures are carried out.
- Communicate with customers to meet their needs.
- Develop and enhance good working relations with our local builders/tradesmen and businesses at MPA.
- Assist with the ordering of products and identifying new products.
- Enhance relationships with residents.
- Work closely with FBS – our Construction company.
- Work with our West Store MPA Manager and other retail managers where necessary.
- Ensure that customer requests and feedback is responded to promptly and efficiently.
- Help plan promotional activity.
- Assist with the promoting of Homebuilder.
- Maintain store to ensure safety of staff and customers.
- Help maximise sales/profitability.
- Make sure all employees adhere to company's policies and guidelines.
- Act as our store's representative and set an example for our staff.
- Support the Store Manager with all phases of store operations.

WEEKEND AND PUBLIC HOLIDAY WORK ARE ESSENTIAL TO THIS POSITION. WORKING HOUR IS 45 HOURS PER WEEK (SPREAD OVER 6 DAYS)

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The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIC commensurate with your role and salary.

Qualifications and Skills:

Essential

- Proven experience as a Store Supervisor or similar position ✓
- Customer and sales focused.
- Excellent leadership and organisational abilities ✓
- Excellent oral and written communication skills in English
- Excellent interpersonal and problem-solving skills.
- Proficiency in MS Office (MS Excel in particular) ✓
- Flexibility and willingness to work on shifts, evenings, weekends, and public holiday. ✓
- Full manual driving licence, with the ability to drive a delivery van and forklift. ✓
- Physically Fit ✓
- Knowledge of the building trade and terminology use. ✓

Desirable

- HGV licence

Working Conditions

Store Supervisor is required to be flexible to cover leave, illness, and other unforeseen circumstances. During Tourist Season from December to March, leave is not usually granted but may be considered depending on individual circumstances.

Declaration

I have read this job description (or had it read to me) and I fully understand all my responsibilities.

Name:

Date:

Signature: