

Store Supervisor Jobs In Sharjah | The Petshop LLC

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Company: The Petshop LLC

Location: Sharjah

Category: sales-and-related

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About the job

Job Brief

The Pet Shop & Dubai Pet Food are looking for a highlight organized, result driven supervisor of sales that is responsible for monitoring all sales and cashier staff as well as assisting the Manager of shop floor in their duties.

Responsibilities

Ensuring high levels of customer satisfaction through excellent and professional sales service, product knowledge and management of sales team.

Assess customers needs and provider appropriate advice, assistance and information with regards to products, prices, availability and product features.

Keep up to date on product features and key selling points and utilize in training sales team.

Handling cash/credit card transactions with customers.

Issuing receipts, refunds, exchanges or credit vouchers.

Make decisions about exchanges/returns in compliance with company policy.

Contribute to growth of the company by driving sales and motivating sales team to achieve individual and main sales targets.

Handle returns professionally whilst following procedures set in place i.e., signed approval from supervisor or manager and filling in of returns form.

Cross sell products and always seek to drive basket value up by actively seeking out and

assisting customers.

Ensure product promotions are implemented accurately and kept up to date as per company standards.

Provide support and proactive assistance to Assistant Manager & Manager with implementation of tasks, procedures & procedures and training.

Supervise sales staff/cashiers and ensure that procedures & policies are being followed.

Ensure shop displays are well maintained and barcoding is correct via check-ups and feedback on areas of responsibility.

Monitor shop cleanliness and hygiene whilst following healthy and safety regulations.

Maintain the stock and ensure that it is always in presentable condition.

Assist Assistant Manager and Manager with maintaining inventory on shop floor by coordinating product orders and supply with warehouse.

Assist pest control services in carrying out duties and filing paperwork accordingly.

Inform Manager or Senior Manager about municipality presence.

Comply with inventory control procedures.

Build a good working relationship with all members of the team and company.

To follow, keep updated and monitor sales team with regards to the rota, including break times, assigned areas, public holiday & annual leave.

Evaluate and highlight performance of sales team to Manager.

Utilize computers to record sales figures, for data analysis and forward planning as instructed by the Manager.

Take responsibility to close/open the shop floor including cash handling, complete shut-down of the building and all staff have safely left the premises before locking up.

Requirements

High School certificate or higher

Proven work experience in retail and/or sales

Basic Maths/cash handling skills

Basic understanding of sales principles and customer service practices

Proficiency in English (other regional languages is an advantage but not necessary)

Hands on experience of POS transactions

Good communication and interpersonal skills including time management and common sense!

Highly organized with the ability to multi task and perform well under pressure.

A friendly and proactive personality who strives to achieve their best

Flexibility for days off and shifts

Attention to details & accuracy in all tasks

Minimum of 3 years sales/retail experience.

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