

Full-time Shift Supervisor required at Ocean River Sports

Previous retail supervisor experience required. Looking for an avid paddler or outdoor enthusiast with a passion for sales and customer service.

Must be available to work weekends. Salary to commensurate upon experience, benefit package available after 6 months.

Resumes with cover letter can be sent to [Pam@oceanriver.com](mailto:Pam@oceanriver.com) or dropped off at 1630 Store Street. No phone calls please. Resumes will be accepted until January 15/17.

Position to start mid February

## **Ocean River Sports: Job Description Retail Store “Floor Supervisor”**



### **Job Description:**

Goal: To provide a leadership role and motivational mentorship for the retail floor sales staff. To be capable and willing to deliver exceptional customer service while being effective and successful in making sales. Lead by example to inspire staff. To be available to work one consistent weekend day to provide retail floor staff with leadership and overlap in management. To provide a back-up to the retail manager for the Ocean River Sports retail operation. Strive to make Ocean River Sports a profitable business.

To work with the Retail Manager to keep current and implement the vision and plan for the company's future:

### **ORS Vision Statement:**

For Ocean River to be a fully integrated retail instructional and adventure tourism hub for the outdoor community.

### **ORS Mission Statement:**

To create an extraordinary experience for all those who connect with Ocean River.

**Deliver excellence in service to all ORS staff as well as to our customers.**

### **SCOPE OF RESPONSIBILITIES:**

- **Lead and be a team player**
- **Work Directly With Retail Floor Staff**
- **Overall Store Presentation**
- **Sales**
- **Planning**
- **Other Relevant Tasks as needed**

#### **1. Lead and be a team player**

- Act as a role model for ORS staff;

- Identify with and respect staff and customers;
- Deliver a very high level of staff and customer satisfaction;
- Be supportive and contribute to other staff efforts;
- Conduct oneself in a professional manner;
- Dress professionally and always have good personal hygiene;
- Always project appropriate body language with staff and customers;
- Ensure both verbal and written communication is clear, polite and logical;
- Efficiently fill the role of floor supervisor to provide full leadership on days where the retail manager is away;
- To align with ORS' mission to be "the best place to work" in BC.

**How Evaluated:**

- Floor staff will have an opportunity to share their experiences with your effectiveness in this position;
- "Mystery Shoppers" frequent the store and their unbiased feedback on staff is valued;
- The Retail Manager will conduct informal reviews as needed and a formal review every 6 months;
- By your own feedback through excellent communication on a regular basis with the Retail Manager
- By setting goals to improve your skills & experience – progress will be monitored and assessed at next evaluation.

**2. Work Directly With Retail Floor Staff**

- Assist to oversee morning staff meetings at ORS and make them social yet highly effective;
- Assist with staff training and product knowledge transfer;
- Oversee all floor staff to ensure they are focused and effective at all times;
- Implement the delivery of a high level of staff training in sales, service and product knowledge;
- Motivate staff and foster good morale on and off the floor with ORS staff;
- Give feedback to Retail Manager about staff performance;
- Work as a spokesman for floor staff to the Retail Manager when needed.

**How Evaluated:**

- Floor staff will have an opportunity to share their experiences with your effectiveness in this position;
- The effectiveness and knowledge of floor staff in store systems and product will be used as a measure of training effectiveness;
- "Mystery Shoppers" frequent the store and their unbiased feedback on staff is valued;
- The overall measure of staff enthusiasm, morale and level of motivation to work with the ORS team is an excellent measure of your effectiveness in this role

**3. Overall Store Presentation**

- Plan with Retail Manager, the direction, feel and mood of the retail floor and work with floor staff to create an exciting retail store with great merchandising;

- Coordinate the rotation of product merchandising throughout the store to change displays on a regular basis;
- Facilitate maintaining the store and product organized, neat and clean;
- Make ORS the place people want to buy things from as repeat customers spreading the word about our LEGENDARY customer service.

**How Evaluated:**

- The visual look, feel and overall presentation of the retail floor with regards to organization, merchandising, cleanliness, and maintenance of lighting & fixtures/physical displays
- This is a daily effort and is measurable at any time on an ongoing basis

**4. Sales**

- Make and keep “the selling process” part of ORS culture – sometimes we forget to sell! ;
- Work with other staff to ensure that they make as many sales as possible while maintaining the ORS “customer relationship” sales model of providing excellent customer service in all regards;
- Once a special order is created or boat sale is made, monitor that order to ensure that it is dealt with in a timely and efficient manner and that the customer gets the highest level of customer service possible;
- Answer e-mail inquiries when necessary in a prompt, polite and efficient manner;
- Act as a role model to other sales staff when selling;
- Assist in planning and implementing sales and staff promotions.

**5. Monthly Reporting**

- Assist with identifying where product needs to be filled-in, what is selling, what is not selling;
- Identify needs of floor staff and share with Retail Manager

**How Evaluated:**

- Through your ongoing rapport with the retail floor staff team
- by your awareness of product flow in each department throughout the store

**6. Planning**

- Work with the store manager to help plan and to help implement these plans for the stores immediate and distant future success;

**How Evaluated:**

- Ability to communicate ideas clearly and effectively
- Focus on keeping aligned with the Vision and Mission of Ocean River Sports

**Other Relevant Tasks as needed.**