

Pacific Fabrics

Supervisor Job Description

The primary responsibilities of the Supervisor are to support the Manager and Assistant Manager in the overall performance of the store, maximize sales potential and help train and motivate sales associates to keep the store running at peak performance levels. General responsibilities include greeting, educating and assisting customers in making purchases in a clean and orderly environment. All employees are viewed as experts in the products and services that we offer and are expected to learn about them to be able to offer assistance to customers.

Other functions of the position include:

- Opening and closing of stores including daily sales paperwork
- Responsible for a store key and combination to the store safe
- Responsible for handling returns and refunds for customers, voiding register transactions, house charges, and gift certificates
- Supervise staff as assigned by management to make sure sales floor is adequately covered, all customers are being helped, areas of the store are properly maintained and all employees are on task
- Training Sales Associates on merchandise, policies and procedures, customer service, sales and other areas as needed or directed by management
- Responsible for cycle counts and inventory control
- Checking on and following up to make sure all stock checks and fabric searches are done and that customer holds are regularly put back on the sales floor
- Setting the example and motivating employees by example for company standards including dress, attitude and work ethic
- Model and follow up to make sure staff members are talking up classes, sales and upcoming events with each customer to promote our store's activities
- Taking initiative and using creative problem solving to improve the store and sales
- Working as a team player with other Pacific Fabrics employees
- Emergency handling and procedures
- General store maintenance
- Working as a team player in Special Events for the Store or Company
- **Ensuring that all customers are greeted and treated as your #1 priority.** Greet and approach every customer that enters the store to help them find what they are looking for and offering your expertise
- Selling Pacific Fabrics' products and services—help customers understand just how exciting this industry is and how many fun fabrics and toys we have to play with ... and buy!
- Fully assisting customers with their purchase including determining their needs, offering suggestions, helping them with calculations, cutting, up-selling and ringing them up
- Showing up on time prepared to work with a positive, friendly attitude
- Knowing and following company policies and procedures
- Working to prevent loss through theft by customers and employees
- General store maintenance including cleaning, facing and stocking bins, shelves and displays with product. Putting away and draping bolts and rolls of fabrics. Making sure the store is clean, organized and attractive. Vacuuming, dusting, sweeping and cleaning, of sales floor, classroom, common areas and bathrooms.