

Retail Supervisor

Position Overview

Supervisor: Retail is responsible for ensuring that the sales floor is running smoothly on a daily basis, that staff are supported within the scope of this position, and that every customer who enters OGE is offered the best possible customer service and experience.

Key Responsibilities

- Opening and Closing: Be proficient in all opening and closing tasks. This includes trouble-shooting closing cash and credit discrepancies, running relevant POSIM reports and creating and maintaining an optimal daily sheet.
- POSIM and Register: The floor supervisor should be able to execute all POSIM and register transactions relevant to sales including layaways, returns, warranties, Fit and Function, and sales reports through both DAR and normal POSIM sales reports.
- Scheduling and Coverage: In conjunction with the scheduling administrator and FLT, supervisors should be identifying and addressing scheduling needs. This includes making on the fly changes to the daily sheet in response to call outs or unexpected business as well as identifying long term scheduling or training needs that need to be communicated to the appropriate supervisor or manager.
- Daily Floor Operations: The floor supervisor is responsible for making sure each zone and the registers are sufficiently staffed each day and that all floor staff are offering top notch customer service in all areas of the store. Additionally, they are responsible for making sure the floor is clean, organized and aisles are free of obstruction so that customers can move through the store comfortably.

These responsibilities serve as a guideline and should not be seen as absolute and additional duties or tasks may be added on an ad hoc basis.

Skills and Qualifications

- A minimum of 1 year tenure at the OGE and additional retail experience (either at OGE or elsewhere) preferred.
- Strong verbal and written communication skills and a professional demeanor
- The ability to positively motivate and support their team
- The ability to offer critical feedback and course correction to staff
- A logical and organized approach to their work
- Passion and knowledge of outdoor activities and gear