

Paul Smith

Job Description for Applicants

For the post of Supervisor

Job Description

Job Title: Part Time Supervisor

Position Held By:

Report To: Shop Manager / Area Manager

Department: Retail

Job Summary

To provide full and effective supervisory support to the Shop Manager, including driving sales and day to day shop management. This may involve overseeing a designated department or area of the shop floor as specified by the Shop Manager. The Supervisor is responsible for ensuring that both they and the team are focused and offer consistent, exceptional customer service levels at all times.

Specific Responsibilities

Operational

To ensure, on a daily basis, that housekeeping is maintained to the Company's requisite standard, both on and off the shop floor.

To take an active role in understanding the conditions and policies contained within the Company Employee handbook.

To promote and comply with the Company's Health and Safety Policy at all times.

To ensure (depending on the shop) that the shop is opened and securely locked and alarmed as required. This must be done, for security reasons, in the presence of a fellow member of staff.

To take an active role in understanding relevant Retail reports.

Financial

To be aware of the weekly shop sales targets and to actively work towards achieving these set financial targets.

To drive sales personally and to supervise the sales team, working together to achieve sales targets.

CRM

To ensure a high level of customer service is maintained at all times.

To build upon the store's clientele book, emailing and keeping in contact with clients on a regular basis, inviting customers to relevant events and keeping them aware of any new products

To keep clients up to date with any Paul Smith activity; to ensure they are fully engaged with the Paul Smith brand.

To collect client data and enter onto the in-house system.

To provide refreshments to clients, if applicable.

Product

To have full product knowledge of items within a specific area and to maintain a high standard of product knowledge throughout the shop.

To ensure that in liaison with the Shop Manager and Assistant Manager; product training is given to the Retail Sales Staff regarding their specific area and that this training is ongoing throughout the year.

To inform the Shop Manager/Assistant Manager of product performance to maximise sales

To ensure that stock quantities are at the desired levels with regards to replenishment and re-ordering.

To liaise with the Stock Control and Retail Offices, as and when required.

People

To maintain a good standard of appearance and to undertake to wear clothing allowance as provided by the company.

To support the Shop Manager/Assistant Manager with the development and training of all designated team members.

Communications

To maintain regular meetings with fellow Retail Supervisors to ensure a regular exchange of ideas and feedback takes place.

Ad hoc

Travel to and cover other Paul Smith store locations as and when required.

Any other related duties as outlined by your Line Manager.