

Job Description



Job Title: Store Team Leader

Dept: Administration

Accountability: Cooperative Retail Officer

Job Summary: Responsible for day-to-day operations of the store including all revenue producing departments plus the receiving, scanning clerk, front end and maintenance departments. The store team leader is the supervisor who is responsible for hiring, evaluation, and corrective actions of all store staff.

The store team leader works with the human resources team leader to develop and train staff on store and personnel policies/procedures, safety issues, job descriptions and customer service. The store team leader works with the GM and scanning DTL to develop pricing to meet the co-op's goals. The STL stays current with the industry through trade journals, and industry training and conventions.

The store team leader is responsible for the preparation of the store's annual budget with the store department team leaders and is responsible for achieving the budgeted results.

The store team leader is expected to perform/demonstrate excellent customer service by implementing systems to promptly address requests, credits, special orders, and questions concerning product and merchandising. The store team leader should keep informed about membership issues and promote membership whenever possible.

The store team leader must practice established use and maintenance of equipment at all times. He/she must monitor equipment performance and arrange outside maintenance assistance as needed. The store team leader sets the standard for store cleanliness, and works with the janitor to develop plans for maintenance.

The store team leader must identify problems within the store and have the ability to either solve it, or bring forth the problem for assistance from the general manager.

The store team leader is responsible for planning for storewide meetings, team meetings, and other meetings as directed by the Human Resources Director and the Cooperative Retail Officer

The store team leader must personally follow all health and safety regulations and store policies/procedures. He/she is responsible for helping to enforce these throughout the store.

The store team leader is expected to communicate clearly and respectfully to all staff. He/she must develop teamwork within the store by maintaining a high level of two-way communication. He/she must also work cooperatively with all departments to recognize our common goal of success for the whole store.

INTERACTION

External:	Daily contact with members/customers. Daily contact with vendors and brokers.
Internal:	Daily contact with staff. Contact with members of the Senior Leadership Team; attend monthly meetings.

REQUIREMENTS

- Full store retail management experience
- Excellent customer service skills
- Excellent math and budgeting skills
- Working knowledge of Microsoft Word, Excel, and Outlook
- Ability to cooperate as a team member
- Ability to prioritize and work with minimal supervision
- Ability to accept responsibility and accountability
- Ability to communicate objectively, clearly and respectfully

Staff Member Signature

Date