JOB DESCRIPTION

DEPARTMENT SUPERVISOR

JOB SUMMARY: The department supervisor/manager is responsible for many facets of his or her department, including personnel supervision and inventory selection recommendation. The department supervisor is responsible for that department’s presentation, customer service and employee relations.

RESPONSIBLE TO: Branch Manager and Assistant Branch Manager

DUTIES ASSIGNED:

1. Supervisor and management responsibilities:
   a. Make recommendations to the branch manager on staffing needs.
   b. Help branch manager with performance evaluations of department employees.
   c. The day-to-day supervision of assigned employees including assisting in any required discipline.
   d. Daily responsibility for the morale, safety, and welfare of employees working in the department.

2. Marketing responsibilities:
   a. Work with purchasing agent to ensure an appropriate product mix in the department. Make recommendations for brand decisions and merchandise mix.
   b. Support branch discounts in accordance with company policies.
   c. Staying current on the trends and activities in the local market, including competitor activity, market pricing and customer activity.
   d. Oversee stocking and merchandising of the department inventory including overall presentation.
   e. Oversee the department’s customer relations and service.

3. Sales responsibilities:
   a. Greet and acknowledge customers when they enter the department.
   b. Provide selling suggestions to the customer, providing products that will solve the customer’s needs.
   c. Make sales transactions adhering to the company sales policies.
   d. Strive for the highest level of customer service within the department.

4. Inventory control responsibilities:
   a. Work with purchasing agent to department inventory levels appropriate to company goals.
   b. Work closely with buyers in establishing inventory levels and controls.
   c. Ensure that the quality of the department’s products/services are maintained to the highest level.
5. General Responsibilities:
   a. Maintaining a pleasant working environment, including pleasant communications among employees, departments and branches. Helping to foster a team spirit among all employees.
   b. Responsible for keeping up on new products and having knowledge of products sold.
   c. Responsible for complying with company safety rules, company policies as outlined in the employee handbook.
   d. Active participation in employee meetings.
   e. Avoiding outside activities that are in conflict with company responsibilities or are in competition with the company.

6. Such other duties as may be assigned.

RELATIONSHIPS: Works closely with branch manager, purchasing agent, and the employees assigned to the department. Responsible for contributing to company-wide team building.

EQUIPMENT: Have the ability to operate computers installed in department and have a working familiarity with all equipment assigned to the store.

WORKING REQUIREMENTS: Working environment includes office, store, shop, warehouse and yard. Working environments vary depending on department. Physical requirements include climbing stairs, lifting up to 50 pounds, loading merchandise in cars, and standing for long periods of time.