

Front End Supervisor

Position Description

Summary

The Front End Supervisor oversees the operations of the front end of the co-op to provide a positive shopping experience for our customers. They ensure that all systems and processes related to customer service are serving the needs of the member-owners and nonmember customers. Appropriate cash handling, scheduling cashiers, cash register operations, employee training, and overseeing a customer service programs are included in this scope of work. A successful Customer Services Manager ensures a positive customer experience for all customers.

Essential Duties

Ensures customers experience service that increases their delight in shopping at the coop.

Management

- Keeps the check-out flow going smoothly by intervening when cashiers need help, opening extra registers, and answering customer questions.
- Schedules coverage of cashier shifts, including the backup register
- Ensures register and front-end supplies are stocked
- Communicates price changes, specials, and changes in policies and procedures to all cashiers
- Oversees and directs tasks and projects for cashiers when there are no customers to check out to encourage productivity
- Participates in the hiring of cashiers

Training

- Create and oversee customer service training for the Co-op
- Ensures opening and closing procedures are being followed through training and oversight.
- Facilitates the alcohol sales training to ensure we are legally compliant

Desired Skills

- 2 years of experience working in a retail environment
- Well developed, warm, friendly and outgoing customer service skills
- Able to solve problems independently and in collaboration with others
- Excellent written and verbal communication skills