

# Front End Supervisor

## Position Description

### Summary

The Front End Supervisor ensures that the register experience flows well for members and customers. They attend to customer needs while overseeing that the cashiers. This role also helps with merchandising, product labels, and the cleanliness of the front end. The Supervisor also is a key holder for the store and is responsible for ensuring that cash is handled appropriately.

### Essential Duties

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

### Oversight

- Keeps the check-out flow going smoothly by intervening when cashiers need help, opening extra registers, and answering customer questions.
- Overseeing the breaks for cashiers to ensure everyone gets the time they need to take care of themselves and the work is done
- 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

### 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