



ISLAND ENTERPRISES INC
Weaving a strong business foundation for the
Squaxin Island Tribe's future.

SHIFT SUPERVISOR

Department: Kamilche Trading Post
FLSA Status: Non-Exempt
Grade/Level: (5) \$21.01 - \$27.32
Opens: 05/01/2024

Job Status: Full-time
Reports To: Store Manager
Work Schedule: Varies
Closes: 05/10/2024

POSITION SUMMARY

Supervises and coordinates activities of workers in Kamilche Trading Post Store in the absence of the store manager by assisting with operational duties for the Trading Post Store.

ESSENTIAL DUTIES

1. Trains, coaches, and supervises Customer Services Associates to ensure exceptional customer service; communicates rules, regulations, policies, procedures, and job duties.
2. Inspects all store equipment regularly to maintain optimal operational condition.
3. Enforces compliance with age-restricted sales regulations.
4. Assigns tasks and schedule break periods for staff members.
5. Verifies all returns and refunds handled by Customer Service Associates.
6. Inspects merchandise to ensure accurate pricing and proper display.
7. Maintains knowledge of company policies, demonstrating appropriate behavior at all times.
8. Handles service-related customer issues in the absence of the Store Manager.
9. Supports management across all store locations.
10. Recommends changes to the merchandise range based on sales and customer feedback.
11. Addresses customer complaints, examines returns, and resolves customer issues.
12. Assists sales associates in managing complex sales scenarios.
13. Maintains an orderly store during shifts to ensure a positive shopping experience for customers.
14. Demonstrates exceptional ability to perform all essential duties and responsibilities of subordinates' roles, ensuring performance goals are met.
15. Conducts sales transactions with customers.
16. Prepares the store for daily opening/closing in line with company policies and procedures.
17. Manages cash register receipt tape installation and removal, and conducts cash receipt audits.
18. Attends and/or facilitates all mandatory meetings and training.
19. Maintains confidentiality at all times.
20. Maintains awareness and sensitivity to Native American Culture.
21. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Directly supervises employees in the absence of the Store Manager. Responsibilities include selecting, training, and developing employees including use of reward and discipline.

KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required.



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POSITION REQUIREMENTS

- Knowledge of register operations and store policies.
- Ability to inspect equipment and identify any operational issues.
- Understanding of regulations for age-restricted sales.
- Skill in delegating tasks and scheduling breaks effectively.
- Capability to train staff in store policies, procedures, and specific job duties.
- Proficiency in promoting exceptional customer service through positive coaching.
- Ability to verify returns and refunds, ensuring accuracy.
- Skill in assessing and ensuring accurate pricing and display of merchandise.
- Excellent language skills to communicate effectively with staff and customers.
- Ability to address customer complaints, examine returned merchandise, and resolve issues.
- Reasoning skills to manage complex sales and make decisions on merchandise selection.
- Planning skills to prepare the store for daily opening and closing.
- Proficiency in managing cash register receipt tape and auditing cash receipts.
- Ability to attend and facilitate mandatory meetings and training sessions.
- Commitment to protecting privacy and personal information of customers and staff.

COMPUTER SKILLS

- Skill with POS and inventory systems; computer applications, such as word processing and email.

EDUCATION AND EXPERIENCE

Education Required: High School graduation or General Education Degree (GED).

Education Preferred: N/A.

Experience: Two (2) years' minimum experience in supervisory/lead position and retail sales involving customer service, cashiering, and POS scanning systems.

A combination of education and experience may be considered as a substitute for a degree requirement.

Certificates & Licenses: NA

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this position, employees will be required to:

- Stand and walk for extended periods; climb, balance, stoop, kneel, crouch, or crawl on occasion.
- Lift and/or move up to 50 lbs. regularly.
- Use hands repeatedly for various tasks; speak and hear to effectively communicate.
- Required vision abilities: close, distance, color, peripheral, depth, and focus.



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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this position, employees may be exposed to the following conditions:

- Work areas with moving mechanical parts; limited or high spaces; moderate noise.
- Possible hazard using sharp knives, box cutters, etc. for inventory duties.

Other Requirements: Must be able to pass a criminal background check and follow the Squaxin Island Tribe's drug policies.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate. Your signature below signifies that you understand the duties, expectations, and contents of this job description.

Preference for Squaxin Indian Tribal members is in effect for this position. The successful candidate will be required to follow the Squaxin Island Tribe's drug policies.