

POSITION TITLE:	Department Supervisor	POSITION NUMBER(S):	
DEPARTMENT:	Grocery, Produce, or Bakery and Deli	GRADE:	2
SUPERVISOR'S TITLE:	Department Manager	POSITION NUMBER:	

JOB OVERVIEW

Department Supervisors play a critical role in the efficient operation of the store and its performance. As a team leader, they model exemplary conduct and actively contribute to an environment of employee and customer engagement. Working closely with the Department Manager, they uphold the Store's vision and ensure all objectives and goals are met or exceeded. They are responsible for the safe, efficient, and fiscally responsible operation of the Department.

In addition to their "base" job duties, Supervisor responsibilities include and are not limited to the following:

- Supervise and coordinate department and store staff, including scheduling and attendance management.
- Resolve problems that arise, such as customer complaints and supply shortages. Communicate these problems to the Department and/or General Manager.
- Support Department Manager to prepare special displays and order merchandise
- Support Department Manager to manage and order inventory, product line, and freshness of products according to company and customer requirements
- Ensure food storage conditions are adequate

QUALIFICATIONS (SELECTION CRITERIA)

Required:

- See "base" job description

Preferred:

- Strong written, oral, and interpersonal communication skills.
- Demonstrated teamwork, leadership/supervision, and customer service skills.
- Sharp attention to detail and ability to handle multiple demands and work under pressure.
- Ability to interact effectively with a variety of cultural groups
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace

KEY RESPONSIBILITIES AND DUTIES

The following are in addition to the responsibilities and duties outlined in the "base" job description.

Financial Accountability

- Understand and utilize financial tools to support the store. Communicate sales goals, department performance and sales opportunities with staff to ensure positive results.
- Support Management Team to forecast, schedule, and monitor all labour and other controllable expenditures within the budget. Support Department Manager to ensure efficient operations and initiate immediate remedial action where necessary.
- Ensure cash controls and procedures are set, followed, and verify daily sales.

Inventory and Price Control

- Support Department Manager to implement and maintain effective inventory control methods.
- Determine that all products are properly displayed, and items meet required quality standards. Observes and inspects all shelves and displays for mismarking's, illegible markings, unmarked items, out of stock conditions, facing, improper shelf space allocation, etc.

Merchandising and Marketing:

- Support Department Manager to develop and maintain a store that is well merchandised and meets budgetary goals and customer service objectives.
- Monitor display accuracy and appearance to implement promotions.
- Ensure products are properly displayed and ordered in a manner to maintain in-stock conditions.

Safety, Security, Maintenance, and Sanitization:

- Ensure that all health, safety, and security regulations are adhered to and required standards are met.
- Identify and correct any unsafe or unsanitary conditions; and instruct employees to properly use store equipment. Monitor compliance with standard operating procedures and safe work practices.

Human Resources:

- Communicates with General Manager and Department Managers on Human Resource related matters.
- Support Department Manager in employee orientation process and training.
- Provide a model of supportive leadership promoting the concepts of teambuilding and empowerment.

Customer Service:

- Ensure adequate staff coverage and support Department Manager to understand and respond to customer service needs.
- Model exemplary conduct and monitor employees on delivering excellent service attributes.
- Ensure all customer complaints are addressed and handled professionally.

General:

- Support the General Manager to achieve the store's organizational goals, performance objectives, and guidelines that are based on store and corporation policies.
- Collaboratively establish, maintain, and continuously review best practices based on store procedures and policies.
- Demonstrate, adhere to, and implement all Store policies and procedures.
- Participate positively and productively as a member of the Store's staff team. Attend all scheduled staff meetings and perform other duties as assigned.
- Represent the Store positively and professionally in the community.

FINANCIAL RESPONSIBILITY

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SUPERVISION OR TRAINING DUTIES

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NATURE AND SCOPE (WORKING CONDITIONS)

See "base" job description

AUTHORIZATION

I confirm that:

1. the accountabilities/deliverables were assigned to this position effective:
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:

SIGNATURE:

DATE: