

# Retail Supervisor

This is a supervisory position. We are looking for a leader who is motivated to make sure that all customer experiences are positive.

This position is filled with full- time personnel.

Pay:

This is a salaried position with detailed compensation to be discussed.

Duties:

Under the general direction of the Garden Centre Manager the incumbent will:

* Supervise and provide ongoing training and leadership for one or more Garden Centre Assistants to ensure that service excellence is provided and that smooth operation of point-of-sale computer systems and inventory control system is achieved.
* Ensure complete and accurate posting and backup of accounting data each day.
* Perform cash reconciliation each day.
* Perform electronic balancing and deposits each day.
* Supervise the creation and maintenance of all retail displays including the effective use of good signage.
* Supervise the effective use of roadside signs.
* Take all necessary steps to ensure safety of staff under supervision including providing adequate training for all tasks to be performed.
* Provide a trusted resource of sound horticultural advice for our customers.
* Resolve customer complaints in a way that recognizes company policies on guarantees and service expectations.
* Assist the Garden Centre Manager in the development of work schedules for retail employees.
* Assist the Garden Centre Manager in the process of ordering products for sale.
* Assist in the hiring and performance review of Garden Centre Assistants.
* Perform other duties related to the safe and successful operation of the garden centre.

Knowledge

* Good knowledge of all software used in the effective operation of the garden centre.
* Good knowledge of supervisory responsibilities as outlined in the Occupational Health and Safety Act
* Excellent knowledge of Carleton Place Nursery Garden Centre service policies and standards.
* Good industry awareness and understanding of trends in retailing and the garden centre industry.
* Good and up to date knowledge of horticultural practices and resources

Skills and Abilities

* Ability to communicate effectively both orally and in writing.
* Ability to motivate a team of employees to pursue excellence in the performance of their jobs.
* Skill at supervising more than one group of employees in the effective performance of their jobs
* Ability to be accountable for all work done under their supervision.

Qualifications

The incumbent will:

* Have an uncompromising desire to contribute to a safe, clean and positive workplace.
* Have reliable transportation to work for all scheduled shifts.
* Be physically fit and able to manage heavy loads and work in all weather conditions.
* Be a pleasant and adaptable team player.
* Be an articulate communicator.
* Be familiar with basic computer operations. We can train on all of the necessary software.
* Find it an asset to have forklift and tractor experience. We can train.
* Find it an asset to have horticultural knowledge and experience. We can train.

As a leader, you are open, friendly and approachable and willing to jump in and help where needed.