

RNC**Employment Service**

905-727-3777

Aurora

222 Wellington Street East, Main Floor

**Retail Supervisor - Merchandising****Job # 2018-10-009**

NOC / NAICS	1522 / 453210	Date	October 23, 2018
Location	York Region (AURORA: Yonge / Murray)	Wages	Competitive based on experience
Experience (Yrs.)	<input type="checkbox"/> 0-1 <input checked="" type="checkbox"/> 1-3 <input type="checkbox"/> 3-5 <input type="checkbox"/> 5+	Hours/Week	40 hours/week
Employment Type	<input checked="" type="checkbox"/> Perm <input type="checkbox"/> Temp <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	Schedule Availability	Open availability including days, evenings and weekends
Benefits Available After Probation Period	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes: following 90-day probation period		
Workplace / Physical Requirements	<ul style="list-style-type: none"> • Conditions of the work environment are such that minor stress or physical discomfort may occur. • Conditions for physical discomfort due to exposure to variable temperatures in receiving and noise from delivery trucks, fumes from trucks, dirt and dust. • Due to direct contact with delivery trucks, forklifts, and use of the bailer machine there is higher risk of personal injury if safe working habits are not practiced. • Output of physical effort is required through lifting, bending, pulling, twisting, etc. • Movement of freight by use of ladders, forklifts and stock pickers is required. 		

Company

Join a leading office supply retailer! At STAPLES, they create the ideal environment for applying the skills you already have, while putting at your disposal a variety of development tools and programs to contribute to your professional growth and help you take your career to new levels.

Job Duties

In this role you will supervise the execution of tasks necessary to drive sales, including freight flow, merchandise standards, inventory and replenishment procedures in all areas of the store.

MERCHANDISING AND REPLENISHMENT RESPONSIBILITIES - 60%

- Actions procedures for merchandising standards, including current pricing, signage, plan-o-grams, promotional planners, ad set-ups and displays.
- Accountable for product flow to the sales floor, replenishment of merchandise, midstocks & overstocks
- Participates in all cycle count processes
- Responsible for the out of stock procedures to maintain replenishment.
- Accountable for the input and integrity of appropriate paperwork, securing Management approval
- Take a lead role in preparing for inventory count(s), and follow up on variances.
- Oversees coordination and execution in the receiving area and maximizes department productivity
- Maintains and sustains an efficient filing system for all relevant paperwork
- Accountable for the execution of the return to the vendor (RTV) and Ebay process.
- Coordinates the recycling programs including toner, ink, batteries and electronics as needed
- Coordinates fulfillment centre receiving as needed

SALES LEADERSHIP - 10%

- Partners with management to set sales goals and targets. Ensures team understands connection between store financial success and bonus programs.
- Leads, promotes and coaches selling and cultivates an inspired selling culture with aisles associates.
- Maximizes sales opportunities by leveraging the sales capabilities of associates by using current selling techniques and company programs.
- Accountable for the prevention and resolution of customer issues by ensuring a high level of customer service is provided by associates.

GENERAL LEADERSHIP – 25%

- Participates in the recruitment, hiring and onboarding processes.
- Accountable for training and coaching associates.
- Partners with management to execute Performance Development Reviews (PDR's) in a timely manner, ensures action plans are in place and follows up on development of associates.
- Partners with management to performance manage direct reports including documentation.
- Participates in the Manager on Duty program.
- Responsible for closing and opening of the store.
- Ensures associates check and understand all sources of communication for information (white boards, bulletin boards, portal, etc).
- Accountable to understand general company policies and provide guidance to staff as needed.
- Ensures the execution and maintenance of process excellence standards and initiatives.
- Additional appropriate tasks identified in the job description

LOSS PREVENTION / PRIVACY – 5%

- Follows proper store opening and closing procedures, including alarm checks and security walks.
- Proactively models and ensures team's understanding of all privacy policies and procedures.
- Models and ensures team properly secures company assets and physical inventory and follows all loss prevention and key control procedures.
- Assists in maintaining inventory related procedures to ensure SKU integrity and prevent shrink.
- Ensure personal parcels (bags, totes, backpacks, purses, etc.) checked by a manager prior to leaving the store premises. As a keyholder, this position is required to verify bag checks.

Requirements

- **Minimum of 3-4 Years of Retail customer service is preferred**
- **Minimum of 1-2 years in a Supervisory role with direct accountability for achieving sales and service targets is preferred**
- **Forklift certification may be required**
- Demonstrates leadership ability.
- Ability to make decisions with integrity to support company guidelines and make good business sense
- Ability to resolve customer concerns in a diplomatic manner.
- Ability to engage customers in a friendly and professional manner.
- Capacity to communicate with customers effectively using a variety of mediums.
- Ability to plan, organize and prioritize efficiently to effectively handle their daily responsibilities and serve our customers.
- Ability to work effectively with ongoing distractions is necessary.
- Can engage appropriately and work as part of a team.
- Capacity to work independently and seek out assistance as required

How to apply

**To apply please submit resume to HRQR@rnces.ca for pre-screening and consideration.
Include a note indicating why you are a good fit for this position.**

Disclaimer

RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.