

## JOB DESCRIPTION

**JOB TITLE:** Sales Supervisor

**JOB NUMBER:** CW1000

**FLSA STATUS:** Non-exempt

**CLASSIFICATION:** Sales

**REPORTS TO:** Store Manager

**SUPERVISES:** Yes

**JOB PURPOSE:** The Sales Supervisor will assist the Store Manager/Assistant Store Manager to insure the proper operation of the retail store. In the absence of the Store Manager/Assistant Store Manager, the Sales Supervisor will perform all the specific duties required of the manager with the exception of hiring and terminating employees

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages the retail store engaged in selling a general line of merchandise ensuring that sales goals are achieved.
- Adjust work schedules as necessary and assigns employees to specific duties.
- Appraises and prices house wares, furniture and "mark-up" textiles.
- Reports lack of donated goods early enough such that the transportation department has time to deliver more goods before supply runs out.
- Monitors stock level of store merchandise and supplies and adjusts as necessary.
- Supervises employees engaged in sales work, reconciling cash with sales receipts, keep operating records, or preparing a daily record of transactions for accounting.
- Performs work of fellow employees on an as needed basis.
- Ensures compliance of employees with established safety, security, sales, productivity and record keeping procedures and practices.
- Answer customer's complaints or inquiries and resolves appropriately.
- Trains employees.
- Attends management meetings as required.
- Oversees quality of goods going to the sales floor.

### ADDITIONAL DUTIES AND RESPONSIBILITIES

- Must have a valid Virginia State driver's license and be able to provide proof of insurance.
- Accomplishes all tasks as appropriately assigned or requested for successful completion of the mission of GIV.

### QUALIFICATIONS

- **Experience, Competencies and Education**  
High school diploma or general education degree (GED); or one to three months related experience and/or training, or equivalent combination of education and experience. Basic computer skills, including Microsoft Word and Excel required.
- **Language skills**  
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Effective date: 1/07

Replaces:

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- **Mathematical skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

- **Reasoning ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

- Other

**CERTIFICATES, LICENSES, REGISTRATION**

- Valid State of Virginia driver's license and proof of insurance required to drive personal car on company business. \_\_\_\_\_
- Additionally, 3+ point DMV record required to drive company vehicle. \_\_\_\_\_

**ACCOUNTABILITIES AND MEASURES**

Manages the retail store engaged in selling a general line of merchandise ensuring that sales goals are achieved.

**AMERICANS WITH DISABILITIES SPECIFICATIONS**

- **Physical demands**

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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

- **Work Environment**

Work environment characteristics 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 duties of this job, the employee is occasionally exposed to weather conditions.

The noise level in the work environment is moderate.

**RECEIPT OF JOB DESCRIPTION:**

This job description has been reviewed with me by my supervisor. Meeting the qualifications as required, I understand and agree to perform the duties as described. A copy of this description has been given to me.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

Effective date: 1/07

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