



JOB PROFILE

JOB TITLE: Store Lead	DEPARTMENT: Barbican
REPORTS TO: Assistant General Manager : Retail Management	
Primary objective of the job:	
Liaising with the Manager about the daily operations of the business. Give constant directions to team members to ensure that all customer inquiries are rightfully attended to on time and in the best possible way to have satisfaction provided.	
Number of persons supervised and their positions:	
• Over 4 • Warehouse Attendants • CSRs	
Main Duties and Responsibilities:	
• Supervise and develop the team. • Supervises and monitors petty cash usage. • Observe the performance of team members to identify their strengths and weaknesses. Aiding in making arrangements to strengthen observed weaknesses. • Support Manager in handling disciplinary matters or any negligence, breach of the staff code and conduct. • Provide support to any other department where needed or requested. • Managing package deliveries and routine. • Ensure that all equipment and appliances needed by the team members are available and in good condition to enable a smooth flow of operations and customer satisfaction. • De-escalate customers who are proving difficult for team members and resolving their complaints. • Check off cashiers/drivers at the EOD and turn over funds. Ensure money is reflected in the same place on the system or close. Make note of any discrepancies. • Maintain a positive atmosphere through the creation and execution of engagement initiatives. • Opening and Closing of the store.	
Academic qualifications and experience required for job:	
• Associates Degree in Business Administration or equivalent from a recognized institution. • Minimum of two to three (2-3) years' supervisory experience in similar discipline. • Certificate in Supervisory Management • Possesses unquestionable integrity and dedication to organizational growth and development. • Proficient in data entry and management	

Functional Skills:

- Excellent interpersonal, analytical and time management skills.
- Very effective organizational and problem-solving skills.
- Excellent attention to detail and high level of accuracy
- The ability to work under pressure and to meet deadlines.
- Good communications skills (written and verbal).
- Team-building skills.
- Ability to thrive in a fast-growing always changing environment.

Internal/External contacts:

- Suppliers and all departments within the organization

Authority:

Check cashier's EOD money, approve overtime, approve vacation, add points, change package status.

Working Condition:

- Overtime

Key Performance Indicators:

- Staff Engagement
- Staff Attendance
- Timeliness of cash management reporting
- Variance in cash management

Authorised signature:

Line Manager _____ Date _____

Employee _____ Date _____