



## JOB DESCRIPTION

**Position Title** : Supervisor - Commercial

**Department** : Retail

### Scope of work (JOB PURPOSE)

Responsible for the overall operation of specifically assigned retail locations; meeting sales goals and ensuring strong, positive guest and employee relations. Provides daily scheduling and direction to Team Leads and Associates, monitors and evaluates staff performance, manages revenue and manning goals, budgets and inventory control practices. Implements policies and procedures to ensure a successful retail operation.

### Main Responsibilities

- Manages assigned Retail Associates in the operation of retail stores by providing daily scheduling and direction for Team Leads and Sales Associates. Monitors, develops and evaluates performance of assigned employees.
- Ensures that Sales Associates and Team Leads are fully trained, on an ongoing basis, about guest service standards, selling techniques and product knowledge.
- Organizes and holds regular briefings and meetings for all Sales Associates and Team Leaders. Responsible for the accuracy and security of all personnel files, training information and attendance records.
- Develops, recommends and implements policies and procedures for Retail Operations.
- Meets planned revenue and manning goals. Ensures that sales and margin information is reviewed on a regular basis, and acted on, to achieve profitable sales. Participates in budget planning by monitoring budgets, manning costs, and payroll for assigned retail locations.
- Monitors sales and inventory control for assigned location; maintains cash control to ensure accuracy and policy enforcement. Ensures that stock levels are maintained and constantly strives to maximize sales potentials.
- Maintains visual presentation, ensures merchandise maintenance, distribution of merchandise product from backroom, warehouse to sales area. Monitors accuracy for ticketing.
- Ensures store maintenance, safety and security.
- Opening/closing and cash handling duties.
- Operates as Duty Manager when on shift as scheduled by the Retail Operations Manager.

**Disclaimer:** Job descriptions are not exhaustive and the job holder may be required to undertake duties which are in line with but not limited to the above responsibilities

- Performs other related duties as required and directed by Retail Operations Manager and other members of the Leadership team.

## Health & Safety

Supervisors are responsible for all aspects of Health, Safety & Security within their department, in line with the Group Policy (HS001). In particular, they must ensure that risk assessments have been carried out, that safe working procedures are in place for all work activities and that all employees under their management are aware of the Group Health, Safety and Security Policy and their obligations under it. They must ensure that safe working practices are monitored, and that risk assessments and procedures are reviewed regularly. Where incidents do occur, they must ensure that they are investigated appropriately and that where necessary, corrective action is taken to ensure that such incidents are not repeated

## Qualifications, Experience, & Skills

### Required Qualifications:

- Proven work experience as a Retail Supervisor or similar role
- Understanding of sales principles and customer service practices
- Stepping in to resolve guest complaints
- Reporting and escalating necessary complaints
- Maximizes sales through effective product placements.
- Drive high store standards and Health & Safety compliance
- Optimizes store impact through visual merchandising
- Ensure a seamless in-store guest service
- Ensuring the team has a strong understanding of their daily/weekly target
- Supporting the team with upselling and cross-selling techniques and training to drive sales
- Pro-actively engages with in-store guest to drive sales
- Ensure efficient stock management
- Hands-on experience with POS transactions
- Understanding of inventory procedures
- Ability to perform under pressure and address complaints in a timely manner
- Evaluate self-on-the-job performance, as well as other staff
- Help, drive, motivate and encourage retail staff to achieve sales t

### Required Experience:

- Requires at least Five years of experience in retail store operations.
- Requires at least Two years of supervisory experience in merchandise entry level management, including employee training.
- Experience within theme park merchandising is preferred.
- Thorough knowledge of cash handling and inventory/sales auditing is required.
- Knowledge of point of sale automated systems is required.
- Excellent communication skills with ability to plan, develop and set up retail locations is essential.
- Experienced in visual merchandising and the use of plan-o-grams.
- Ability to use office equipment, word processing, spreadsheet systems.
- Ability to work effectively with others and lead a successful team

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**Job-Specific Skills:**

- Excellent communication skills written and verbal required
- Team Player
- Organization
- Sales
- Interpersonal Skills
- Dependability
- Problem solving
- Time management
- Inventory control
- Staff development
- Customer Service
- Visual Merchandising

**Additional Experience:**

- Ability to stand for prolonged periods of time.
  - Intermittent and prolonged standing and walking to move about the park site and to interact with guests and other employees.
  - Fluent understanding of computer applications including Microsoft Word and Excel, as well as basic understanding of inventory control systems.
  - Ability to lift and move up to 12kg, and in some cases to do so repetitively.
  - Ability to lift and move up to 12kg over your head occasionally
  - Must be willing to work flexible hours, including evenings, weekends and holidays to support park operations.
  - Must conform to park wardrobe and grooming guidelines.
- Must be willing to complete a background check to ensure for the safety of our guests and employees

**To Apply**

Please email your CV and Covering letter to [Maitha.Alharmoudi@LEGOLAND.ae](mailto:Maitha.Alharmoudi@LEGOLAND.ae)

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