

JAC Distribution Ltd.

(Wholesale & Retail Distributors)

<u>Wholesale Operations</u>	<u>Accounts, Retail Branch, Warehouse & General Offices</u>	<u>Retail Branch</u>	<u>Retail Branch</u>	<u>Retail Branch</u>
Office	The Ramsey Warehouse	JAC Stores – Castle Street	JAC Stores – Strand Street	Homestores of Castletown
37 Parliament Street Ramsey Isle of Man IM8 1AT Tel: 01624 816828 Fax: 01624 818011	37 Parliament Street Ramsey Isle of Man IM8 1AT Tel: 01624 813092 Fax: 01624 818011	8-8a Castle Street Douglas Isle of Man IM1 2EU Tel: 01624 625720 Fax: 01624 671164	Unit 3, 21-25 Strand Street Douglas Isle of Man IM1 2EF Tel: 01624 622154 Fax: 01624 618365	5 Arbory Street Castletown Isle Of Man IM9 1LH Tel: 01624 822148 Fax: 01624 822148

JAC Stores

Job description: Store Supervisor

As a Supervisor in our stores you will be required to provide support to the manager and also focus and direction for your team.

Your duties will include:

- Ensuring your team deliver good customer service.
- Meeting operational expectations by implementing and maintaining high retail standards.
- Maximising all sales and marketing opportunities.
- Dealing with enquiries and complaints.
- Serving customers.
- Effective store merchandising.
- Staff motivation, management and training.
- Maximise profits of the store and company.
- Regularly review systems and procedures to control costs and maximise efficiency.

Hours and Environment:

Sales Floor Supervisors normal working week would be 40 hours.

The role includes working Saturdays, Sundays and some additional weekend and evening openings are required especially at Christmas.

The successful person would work closely with the directors and management team. They must be customer service focused with a high integrity and a positive mature attitude. A good eye for detail is required and being able to multi task is essential in this interesting and diversified role.

You'll need a range of skills, notably:

- The ability to work as part of a team.
- The ability to lead and motivate.
- Excellent communication, management and 'people' skills.
- A strong commitment to customer service.
- The ability to work under pressure and handle challenging situations.
- Confidence, drive and enthusiasm.
- Decision-making ability and a sense of responsibility.