

## **Retail Supervisor** **Job Description**

We are recruiting for an experienced and enthusiastic Retail Supervisor who is passionate about gardening, customer service and merchandising.

Our team at Pacific have a great reputation for excellent customer service and knowledge, we require someone to fit straight into this role, being able to bring their skills and expertise while maintaining a supervisory role to help lead the rest of the team.

### **Key Responsibilities**

- Offer gardening advice to customers
- Organise promotional set ups to maximise product visibility and sales
- Monitor stock levels and assist management with reordering
- Work with team members to keep displays fresh, engaging and current for each season
- Maintain attractive displays for gifts and seasonal items
- Till work, including processing card and gift card payments
- Process incoming deliveries, price and display
- Handle customer enquiries and complaints
- General shop floor maintenance and housekeeping
- Assemble and dismantle shop floor fittings
- Maintain a customer-friendly and customer focused environment at all times

### **Key Requirements**

- Excellent customer service skills
- A talent for merchandising
- The ability to work as part of a team and independently
- Eager to share ideas and learn
- A positive and friendly can-do attitude
- Proven ability to supervise and motivate a small team
- Gardening knowledge
- Previous experience in retail or garden centre supervision

You will benefit from working within a motivated and friendly team who are passionate about what they do, enrolment in the company pension scheme, free onsite parking and a great staff discount.

This is a permanent position working four mid-week days and alternative weekends. If you are passionate about gardening, retail and providing a great customer experience we would love to hear from you!

Please bring your CV into store and speak to Conroy or Kate to apply for the role.

If you have any questions, please do not hesitate to get in touch:

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