

## Job Description

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<b>Job Title:</b>	Unit Supervisor - Retail
<b>Department:</b>	Waterloo Undergraduate Student Association
<b>Reports To:</b>	Area Manager, Retail Operations
<b>Jobs Reporting:</b>	Part Time Hourly Clerks & Co-ops
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	August 2023

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### **Primary Purpose**

The Purpose of the Unit Supervisor is to provide unit specific operational management, support unit specific staff management, complete administrative tasks, and provide logistical support to the Area Manager, Retail Operations and the business unit(s) they oversee. This role will specifically manage day to day cost controls including but not limited to all unit operations including retail product ordering, scheduling, staff management, and relationship building.

### **Key Accountabilities**

#### **Manage day-to-day unit operations and quality control**

- Schedule daily and weekly tasks and duties to appropriate staff members on a daily basis
- Oversee the ordering & receiving products; ensure all products product levels are well kept, merchandised, and rotated well to minimize waste.
- Ensure all health, safety, sanitation, maintenance standards and franchise standards are met.
- Consult with the area manager regarding the creation and implementation of operational guidelines and retail pricing
- Maintain inventory management systems including supply ordering, inventory count, transfers, and security of the unit
- Work closely with the team and unit partners to create new offerings. Recommend menu selections within the unit(s)
- Performs other duties as assigned which may include working in other WUSA units.

#### **Effective development and deployment of people resources**

- Lead the hiring, training, motivating, disciplining, and performance management of full-time and part-time hourly staff within assigned retail unit(s).
- Improve business processes and ensure all team members are adequately trained and supported in the implementation of processes
- Create weekly staff schedules that ensure adequate labour coverage for sales levels for business unit(s) and are in line with margins.
- Oversee the day-to-day operations and supervision of all retail service staff within the area.
- Promote student development and employment within the organization.

#### **Fulfill administrative duties in close cooperation with the administrative office in a timely and accurate manner**

- Prepare and submit bi-weekly payroll for hourly paid employees.
- Ensure invoices are reconciled with products received.
- Complete and submit monthly department health and safety inspections.

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- Ensure that occupational incidents are reported and investigated in a timely manner, and that corrective action is taken where necessary.
- Fulfill actions associated with audit results from internal assessments, health department, and franchise partners.
- Utilize recognized software to maintain up-to-date vacation schedules, preventative maintenance, and asset management activities.
- Work with business partners including franchisors (if applicable) and vendors, to implement new systems, products, and developments to ensure the unit is operating in compliance with all policies, procedures, and standards.

### **Financial responsibilities, management of inventory and information systems**

- Ensure COGS & labour cost control targets are met through strategic scheduling, innovative production strategy and establishing strong systems
- Monitor and report on retail COGS and labour cost for daily, weekly, and monthly operations
- Conduct item inventory on a monthly basis, spot check inventory completed weekly
- Record and measure product waste daily
- Ensure retail items are maintained and up to date in ERP/POS system
- Be a leader in asset management from cash, inventory, asset management, and other valuable tangible and non-tangible goods

### **Lead the delivery of a positive customer experience**

- Provide input into strategies to continually improve customer flow, unit appearance, product merchandising, messaging, marketing materials and unit atmosphere.
- Implement and oversee preplanned special promotions, theme events, and general marketing initiatives.
- Respond to customer service feedback, issues and requests with tact and resourcefulness.
- Assist in planning, managing, and executing special projects, renovations, and program introductions.
- Actively participate in departmental and other related committees as required.

## **Required Qualifications**

### **Education**

- High School Diploma
- Post secondary degree/diploma in business, hospitality
- Retail training/certifications an asset
- Food safe handling certificate preferred

### **Experience**

- 5 year's retail business experience required
- Minimum of 3 years of supervisory/management experience in retail setting
- Experience in a high-volume business operation

### **Knowledge/Skills/Abilities**

- Experience with Microsoft office (excel, word, PowerPoint, teams) or equivalent (GSuite)
- Experience with Point of Sale (POS)
- Excellent customer Service
- Excellent communication skills
- Knowledge of retail store operations
- Excellent merchandising skills with attention to detail
- Ability to price goods to meet margins
- Working knowledge of planograms

### **Nature and Scope**

- **Contacts:** Internal: Accounting Department, Marketing External: Suppliers/Vendors
- **Level of Responsibility:** Staff management, training and development of front-line staff
- **Decision-Making Authority:** In store supervision of staff and resources
- **Physical and Sensory Demands:** ability to lift 50lbs independently, ability to work standing for 6+ hours
- **Working Environment:** Variable hours based off business, evenings and weekends required.