



Pro Dept Supervisor

Contact: LOWES

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https://ca-sonoma.countybuyselltrade.com/jobs/pro-dept-supervisor_cotati_231933

Address: **Cotati**
Price: **Check with seller**

Details
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Position Summary
The Sales Floor Dept Supervisor is primarily responsible for leading and enabling a team of associates to deliver the best possible customer experience in the store. This includes coaching and training associates, managing performance, and ensuring adequate department coverage at all times. The Sales Floor Dept Supervisor has responsibility for both customer facing activities (e.g., greeting customer, clarifying needs and identifying solutions, closing sales) and non-facing activities (e.g., downstocking, inventory management, area recovery). The individual in this role ensures his/her area of the store is in-stock and customer ready at all times while inspiring engaging, customer-focused behavior and driving his/her team to achieve sales and margin goals. The Sales Floor Dept Supervisor must keep management informed, delegate and follow-up on daily tasks, and maintain a clean, safe and secure work environment. In addition to supervising associates in his/her own area, the Sales Floor Dept Supervisor must lead associates in other departments, as needed, to meet the demands of the store. This requires broad product knowledge and the ability to engage associates and customers across departments. In addition to the responsibilities summarized above, individuals in this role may occasionally open or close the store, or serve as manager-on-duty (MOD). **NOTE:** The Pro Department Supervisor is responsible for all that is described above while supporting the unique service and merchandising needs of Pro customers. This includes driving execution of Pro sales and service strategy throughout the store, taking lead on the store's top Pro accounts, and coaching/training Pro associates in the store to effectively drive Pro sales and ensure the desired Pro customer experience is delivered. **Job Requirements** This is an hourly full time role generally scheduled 39 to 40 hours; more hours may be required based on the needs of the store. Requires morning, afternoon, and evening availability any day of the week. Requires physical ability to move large, bulky and/or heavy merchandise with or without a reasonable accommodation. Also requires physical ability to perform tasks that may require prolonged standing, sitting, and/or walking with or without a reasonable accommodation. **Minimum Qualifications** High School Diploma and 3 years of experience in a retail environment OR 5 years of experience in a retail environment 1 year of experience in customer service 1 year of experience supporting the unique needs of Pro customers (for Pro Department Supervisor) Experience providing direction or supervision to teams (with or without direct report responsibility) Experience supporting or participating in the process of training, mentoring, and developing associates Experience working cross-functionally Strong working knowledge of Microsoft Office **Required Qualifications** 3 years of retail customer service experience



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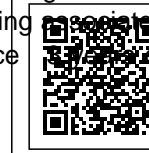
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