

Job Description

Supervisor

Amended October 25, 2010



Job Summary: The Supervisor is responsible for executing operational, human resources, and administrative job tasks with unwavering excellence, and for holding a team of merchandisers accountable, via leadership, training, and communications tactics, for operational excellence.

Essential Duties and Responsibilities:

- Strives to visit every store every week.
- Meets hours allocations within guidelines.
- Hires and trains appropriate number of Merchandisers needed to meet hours and operational goals.
- Actively participates in the 4 Disciplines Process, including attendance at WIG meetings.
- Conducts an objective store audit at the outset of each and every store visit which he/she uses as a coaching tool to reinforce Merchandiser accountability.
- Leads his/her merchandising team via leadership skills and training practices to 100% compliance, as measured by Store Audits, in 90% of stores.
- Derives high levels of productivity from merchandising staff.
- Complies with safety standards while working in the stores, and demands the same of other Matrix employees.
- Executes Supervisor-specific tasks as directed via voice, print or electronic instructions.
- Prepares stores for tours, meetings and other events as required.
- Provides excellent customer service to stores and store personnel by exhibiting impeccable professionalism, integrity, and decorum.
- Creates an atmosphere of cooperation with stores and store personnel that fosters compliance with merchandising standards, planogram, and merchandising programs.
- Develops and maintains an intimate understanding of client planograms, merchandising programs and Matrix Merchandising Standards
- Maintains human resources paperwork as required and in a timely manner.
- Completes surveys, questionnaires, requests for photographs, etc. correctly and within deadline.
- Attends meetings as requested.
- Conducts performance evaluations of subordinates per Matrix protocols.
- Executes disciplinary actions as needed, including terminations.
- Identifies and mentors Merchandisers with potential to assume Supervisor position.
- Acquires and improves technological and computing skills as relate to the job, including but not limited to Excel, Word, Outlook, Pocket Tracker, Web Tracker, Digital Imaging Software and the company portal.
- Reports to his/her Area Manager with appropriate frequency all valid and pertinent information.

Performance Measures

- 95% compliance with safety initiatives as measured with safety audits
- 95% compliance with merchandising initiatives as measured with store audits
- .5% variance to hours allocation.
- At least 1 visit per week to each store in area.
- Maintains B3 or better rating on performance evaluations.