



Job Description

Department: 41 Retail Shop
Position Title: **380 190 - Retail Sales Supervisor**
Reports to: Retail Sales Manager
VP Guest Services
GM/COO

Position Summary: The Retail Sales Supervisor position is responsible for assisting the Retail Sales Manager in the operation of Monarch's Outer Edge Gear and Gifts retail shop in the processing and fulfillment of sales within the department. This individual is also responsible for standing in for the Retail Sales Manager when he/she is indisposed. The essential functions of this position include:

1. Be an effective leader within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Ensure all forms, tracking, verifications and necessary documenting are executed and accurately completed in a timely manner. This includes, though not limited to requests, training, payroll, time-keeping, fiscal responsibilities, disciplinary actions...etc.
3. Assist in the hiring of department A-Team employees.
4. Schedule department staff for efficient coverage of department functions based on projected skier budget. Adjust to actual requirements as appropriate.
5. Perform initial and ongoing training of departmental staff.
6. Provide timely employee feedback, and contribute to producing qualitative performance reviews of department A-Team staff.
7. Be aware of and assist in staying within budgetary constraints; offer input for next season's budget proposal.
8. Offer input for departmental capital requests.
9. Work in conjunction with other departments as part of the Monarch team.
10. Assist in the development and maintenance of training materials, manuals, checklists and other documents necessary for the success of the department.
11. Prepare and assist in the oversight of department personnel in the event of an emergency, as instructed by your supervisor.
12. Provide professional solutions and courteous assistance in problem solving for both guests and employees.
13. Monitor and maintain the inventory and condition of department supplies, properties and facilities.
14. Assist the Manager with daily deposits, spread sheets, work schedules, accounting, ordering, sales forecasting, buying plans, etc.
15. Assist in maintaining inventory and perform physical inventory when necessary.
16. Approve voids, exchanges and cash overages/shortages.
17. Assist in store set-up, merchandising, displays and sales.
18. Process and ship online and phone sales.
19. Perform all duties in the daily operation of the retail shop in the absence of Retail Sales Manager.
20. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

Requirements Relating to Knowledge, Skills & Abilities:

1. Ability to maintain a good attitude, set a positive example and work well with guests and other employees
2. Ability to speak clearly and pleasantly, and communicate in the English language.
3. Ability to take direction and follow procedures.
4. Ability to train others and give direction in a non-condescending manner.

5. Aware of surroundings and the ability to identify and respond quickly to situational needs.
6. Good English reading and writing communication skills
7. Good computer and website navigation skills to include Microsoft Office, PowderPlace.com and SkiMonarch.com
8. Ability to recognize and maintain confidentiality of sensitive materials and situations, including confidentiality of all customer information
9. Good math, cash handling and credit card skills; knowledge of basic accounting procedures.

Requirements Relating to Education, Certifications & Experience:

1. Colorado Driver's License and good, company insurable driving record preferred.
2. Minimum of two years supervisory experience required; preferably in the retail sales area.
3. High School diploma or GED required.
4. Must have experience in customer relations, retail sales, merchandising and cashiering.

Requirements Relating to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary, as scheduled.
2. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
3. Requires to standing at a workstation for long periods of time; keying, grasping, reaching, hearing and speaking clearly, and visual acuity.
4. Must be at least 18 years of age.