



## Department Supervisor

**Position Title: Department Supervisor**

**Schedule: Hourly, Full Time (Open Availability)**

### **General Description/Primary Purpose**

The Department Supervisor is responsible for working with Team Members on Customer Service, selling skills and product knowledge. This position is expected to perform a wide variety of activities aimed at driving sales and promoting and managing the training and development of Team Members in a specific department. The Department Supervisor will serve as the subject matter expert and is responsible for ensuring that all business initiatives are implemented and executed per Company SOP.

The Department Supervisor is a full time position and requires full availability including nights and weekends. This position reports directly to the Assistant Store Manager and is expected to coordinate and deliver department training to Team Members. Department Supervisors will spend the majority of their time (90%) working on the sales floor, devoting approximately 2/3 of that time to selling activities during peak traffic hours.

### **Responsibilities:**

- Performs daily walk of department
- Promotes department goals
  - o Sales & profit
  - o Customer Service excellence
- Conduct selling skills training, Customer Service and product knowledge training for all departments Team Members.
- Trains all Team Members on merchandising standards
  - o Ticket merchandise
  - o End caps/side caps
  - o Stack bins
- Exhibit an ownership attitude by promoting partnerships with store management.
- Deliver excellence in Customer Service, including decision making/problem solving skills for service recovery.
- Conduct training for administrative procedures
  - o Baby/gift registry
  - o Intranet
  - o Inventory screens
- Provide feedback and input to Assistant Manager on development of department initiatives and plans.
- Provide input and assistance to Assistant Manager in motivating, evaluating, coaching and counseling Team Members.
- Involved in scheduling for department Team Members; provides feedback and suggestions to management team to optimize department coverage.
- Involved in staffing department; provides feedback and suggestions to management team on selection of department Team Members.
- Review sales reports: Flash/Metrics/Items Not Selling
- Implement system to communicate all ad events, promotions, and special events for each department Team Member (in addition to planning boards).
- Execute all safety and Asset Protection standards. Responsible for incorporating training programs and business objectives.

### **Primary Leadership Competencies**

- Talent Enhancement
  - o Self-development
  - o Demonstrate adaptability
  - o Inspire trust
- Problem Solving
  - o Use sound judgment
  - o Apply technical/functional expertise
  - o Drive execution
  - o Champion/manage change
- Drive for Results
  - o Lead courageously
- Working Together
  - o Foster open communication
  - o Build relationships
  - o Coach & develop people
  - o Leverage individual and cultural diversity

### **Required Qualifications:**

- Ability to sell and explain features & benefits of all merchandise
- Exceptional leadership, communication & training skills
- Ability to handle/prioritize multiple projects
- Able to identify others' strengths & assign work accordingly
- Passion for Customer Service
- Product knowledge
- Results ownership
- Organization knowledge – know the business. Use technical/functional expertise.
- Commitment to delivering the promises we make in our Mission Statement

Essential Physical Abilities	Frequency	Requirement
Walking/Moving	Constant	Flat surfaces from point to point
Standing/Ability to remain stationary	Constant	All work performed on feet
Sitting	In-Frequent	
Stooping	Frequent	To pick up cartons at floor level
Reaching	Frequent	To a height of 6 feet for stocking or storage
Lifting	Frequent	Up to 25 lbs., up to 50 repetitions per hour to a height of 6 feet (stock shelves)
Hand Dexterity	Frequent	Must be able to use at least one hand to grasp and handle product
Verbal	Constant	Must be able to give direction and assign specific tests
Pushing/Pulling	Frequent	Move hand jacks from place to place
Carrying	Frequent	Up to 50lbs., up to 10 feet
Climbing	In-Frequent	Ladders/Stairs up to height of 12 feet
Vision	Constant	Read Labels, recognize boxes, safety in working
Hearing	Constant	Safety Signals

**Acknowledgement**

- I acknowledge that I have read the job description for the Department Supervisor position.
- I can perform the essential functions of the position without accommodation.
- I am requesting the following accommodations. I understand that it is the sole decision of the Company as to whether or not a specific accommodation can be made.

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*During any shift when there is not sufficient work in your assigned job, Toys"R"Us may require you to perform a combination of other functions based upon the Store's needs. If you are unable to perform these other functions, you cannot be guaranteed employment during hours when the Company has no work in your assigned area.*

\_\_\_\_\_  
 Team Member Signature                      Print Name

\_\_\_\_\_  
 Hiring Manager Signature    Hiring Manager Name

\_\_\_\_\_  
 Today's Date