

# de GRUCHY

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## JOB DESCRIPTION

<b>Job Title:</b>	Dune Supervisor
<b>Responsible to:</b>	Department Manager
<b>Salary:</b>	Negotiable
<b>Hours of Work:</b>	37.5 hours/week over 5 days.

The successful candidate must be fully flexible between the store's trading hours of 9 am-6 pm Monday-Saturday. The position will also include late-night trading and Sundays.

**Staff Reporting:** Sales Assistants

**Job Purpose:** "To make customers smile" by engaging with customers, delivering excellent service, and providing product information to enable the customer to make an informed choice.  
To engage and deliver excellent service to every customer and to provide product information to enable the customer to make an informed choice. To support the manager in the day to day running of the department and deputise in the manager's absence

### Key Responsibilities

#### **Customer Service**

- To acknowledge all customers who enter the store
- Provide a fast and friendly service
- To approach every customer and establish their needs
- To advise customers on product ranges, prices, availability of stock, sizes within range thus giving them the opportunity to choose a product that best meets their needs
- To know how to demonstrate products to customers where applicable.
- To be familiar with our customer orders, refunds, and exchange policy so that customers can be advised when necessary
- To smile and thank customers for shopping with A de Gruchy & Co Ltd
- To be aware of current promotions taking place in the store so that these offers can be communicated to our customers
- Resolve customer complaints effectively or involve appropriate management to ensure customer satisfaction

## **Product Knowledge / Selling Skills**

- To have a comprehensive knowledge of all merchandise in the department and how it works (if appropriate)
- To keep up to date with all new products and ranges
- To use effective questioning techniques to identify Customer's needs and requirements in order to select the appropriate item(s)
- To assist and advise customers in the selection of merchandise
- Be able to maximise sales opportunities through link selling
- Make customers aware and promote A. de Gruchy & Co. Ltd website and other in-store services we provide
- Email recruitment
- Ability to work towards weekly sales targets

## **Department Supervising**

- Monitor staff performance and give any feedback required
- Organise staffing on the department on a day-to-day basis, including holidays, days off, etc.
- Complete monthly rota's
- To assist with the recruitment and training of new staff
- To ensure that promotions are well executed presented and ticketed
- Identify ways of improving sales and implement them where possible
- Maintain a well-merchandised and stocked department
- Maintain housekeeping standards in the department including stock rooms
- Carry out annual appraisals and 6 monthly interim reviews
- Carry out return-to-work interviews
- To ensure that all of the till and cash handling procedures are carried out per company policy
- Drive own self-development and seek opportunities to develop further
- Deputise for the department manager in their absence

## **Till Operations**

- To present a professional image when using the till and processing sales
- To carry out all till functions competently on till as per company procedure
- To collect float for the till, replenishing change and to take up the daily takings when required
- To be aware of security risks when handling money and act vigilantly at all times.

## **Merchandising / Recovery / Housekeeping**

- To deliver high standards of product presentation
- To ensure the department is well replenished
- Maintain a clean and uncluttered department

## **Motivation / Commitment / Flexibility**

- To remain self-motivated and to be able to work without supervision
- To be committed to learning and develop your job and product knowledge throughout your employment with A de Gruchy & Co Ltd
- To be fully flexible in terms of working hours and approaching the tasks asked of you

## **Working Safely**

Being aware of and adhering to:

- Health and Safety Regulations
- Companies' policies and procedures as outlined in the Company Handbook

## **Person Specification**

### **Essential**

- A passion for retail, who can offer an excellent level of customer service
- Competent computer skills
- Excellent verbal and written communication skills
- The ability to lead and work as part of a team
- Uses own initiative and seeks out opportunities to learn and develop
- To be able to work on an individual basis and as part of a team
- Self-Motivated

### **Desirable**

- Previous experience in a supervisor role
- Experience in supervising and motivating a team

### **How to Apply**

In order to apply you will be required to complete an application form, please note CVs will not be accepted.

An application form can be collected in-store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application, please return to the Customer Service department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O. Box 18, 50-52 King Street, St. Helier, JE4 8NN.

### **5 years' residency IS NOT required for this position**

Although every care is taken to ensure the correct closing dates are advertised occasionally we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit [degruchys.com](http://degruchys.com) for details of alternative vacancies.