

ArrowHead Recruitments & Consulting

<https://arrowheadconsulting.ca/job/customer-service-supervisor-noc-62010/>

Customer Service Supervisor

Description

Retail sales supervisors supervise and coordinate the activities of workers in the following unit groups: Retail salespersons and visual merchandisers (64100), Cashiers (65100), Store shelf stockers, clerks and order fillers (65102) and Other sales related occupations (65109). They are employed by stores and other retail businesses, wholesale businesses that sell on a retail basis to the public, rental service establishments and businesses involved in door-to-door soliciting and telemarketing.

Responsibilities

Job duties

Here are some of the main activities and tasks that Retail sales supervisors have to perform, and some of the physical demands they involve:

- Supervise and coordinate sales staff and cashiers
- Assign sales workers to duties and prepare work schedules
- Authorize payments and the return of merchandise
- Resolve issues that may arise, including customer requests, complaints and supply shortages
- Maintain specified inventory and order merchandise
- Prepare reports regarding sales volumes, merchandising and personnel matters
- Hire and train or arrange for the training of new sales staff and monitor and report on performance
- Ensure the visual standards and image of the store are maintained, such as store displays, signage and cleanliness
- May perform the same duties as workers supervised
- May perform key holding and managerial duties if required, such as opening and closing the store, managing escalated complaints, developing and implementing marketing strategies, and signing for deliveries.

Workplaces and employers

Here are the typical workplaces where Retail sales supervisors are employed and some of their main characteristics:

- Wholesale businesses that sell on a retail basis
- Stores and other retail establishments
- Rental service establishments
- Businesses involved in door-to-door soliciting and telemarketing

Qualifications

Employment requirements

This is what you typically need for the job.

Hiring organization

ArrowHead Recruitments & Consulting

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Supervising and tracking customer service teams

Job Location

Edmonton, Alberta, Canada

Working Hours

9 AM TO 5 PM

Base Salary

\$ 18/hr - \$ 21/hr

Date posted

May 1, 2025

Valid through

31.05.2025

- Completion of secondary school is usually required.
- Previous retail sales experience as a retail salesperson or sales clerk, cashier, telemarketer, door-to-door salesperson or rental agent is usually required.