**Front Store Supervisor**

Scarborough, ON · Reposted 1 week ago · 63 people clicked apply

Part-time

## **About the job**

Join a locally owned and operated store to help deliver health, beauty and convenience services in your community, and keep the customer at the centre of everything you do.  
  
Why this role is important?  
  
SUMMARY:  
  
Managing the customer service functions, including cash, cashiers and merchandising.  
  
DUTIES & RESPONSIBILITIES:  
  
HUMAN RESOURCES:

* Ensures cashier/merchandising staff comply with all store policies and operating procedures
* Trains cashiers/merchandisers in job functions
* Provides on-going guidance and instruction

LOSS PREVENTION:

* Ensures all loss prevention standards are implemented, manages daily cash office inventory and cashier tracking, tracking sheets, PC Optimum procedures

CUSTOMER SERVICE:

* Ensures store employees present proper image to the public in accordance with Uniform Policy
* Answers inquiries regarding location of product, rainchecks, etc.
* Resolves customer issues according to established guidelines (refunds, exchanges, etc.)
* Promotes the CSI Survey

MERCHANDISING:

* Ensures shelves are clean and organized with proper rotation
* Ensures product displays are set up and taken down as directed by the AFSM/FSM

GENERAL:

* Ensures standards of housekeeping and store image are maintained
* Complies with all Health and Safety requirements
* May be asked to perform clerical and banking duties
* Complies with all store policies and procedures
* Complies with loss prevention policies and procedures and ensures they are executed in the store
* Perform other duties as required including Cashier duties when necessary

QUALIFICATIONS:

* Planning, Judgement and Decision Making
* Independent thinking as it relates to organizing store
* Problem solving is essential to ensure customer satisfaction

EXPERIENCE:

* Computer literate
* Organized
* Efficient time management skills
* Knowledge of products and supplies

J2WFSM

J2WRTL

Why work in a Shoppers Drug Mart store?

Each store has an Associate-Owner, so you will work for a local business owner while having the support of a national brand. Benefit from a purchase discount program, flexible and varied schedules, competitive pay and online learning through Academy.

Take ownership of your work and find more ways to care about your patients, co-workers, customers and community.

Associate Owners in the Shoppers Drug Mart network recognize Canada's diversity as an opportunity to better serve their communities, and strive to reflect the nation’s evolving diversity in the products they sell, the people they hire, and the culture they create in their stores. Accommodation is available upon request for applicants and colleagues with disabilities.

In addition, we believe that compliance with laws is about doing the right thing. Upholding the law is part of our Code of Conduct – it reinforces what our customers and stakeholders expect of us.