



MESCALERO APACHE TRIBE Position Description

Position Title:	Tribal Store Supervisor
Department:	Tribal Store
Employment Status:	Non-Exempt
Grade:	NE6
Open Date: September 16, 2019	Closing Date: September 19, 2019

Job Summary

Supervises all employees necessary to achieve the financial, operational, and guest service expectations. Operates cash register and performs currency transactions.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

Duties and Responsibilities

- Directs and participates in the stocking and merchandising of the sales floor including maximizing capacity of selling fixtures, visual presentation and floor models.
- Provides day-to-day leadership and support regarding operation issues including: staffing, safety, housekeeping & maintenance, special services, bookkeeping & cashier functions and adherence to standard policies and procedures.
- Supervises employees engaged in sales work, taking of inventories, reconciling cash with sales receipts, or performs work of subordinates, as needed.
- Answers customer's complaints or inquiries, both in person and by phone, while projecting a positive image for the company.
- Locks and secures store.
- Works as a cashier as needed/when cashiers call off for the day.
- Ensures safety and security of store, employees and customers including operation of access codes and safe combinations.
- Performs other duties as assigned.

Minimum Qualifications

- Two years customer service, cash handling and store experience. One year in a lead or supervisory capacity.
- Must have a valid NM Alcohol Servers License.
- Must have good mathematical skills.
- Must have a valid NM Driver's License.
- Must have dependable and reliable transportation.
- Must have strong computer skills.
- Must be willing to work an evenings, weekends and holidays.
- Must successfully pass a pre-employment drug/alcohol screen and background investigation.

Tribal preference and Native American Indian preference shall apply to all positions.

Knowledge, Skills and Abilities

- Knowledge of basic arithmetic.
- Knowledge of cash register operations, sales methods and techniques.
- Knowledge of Retail Department guest service standards.
- Knowledge of retail shop maintenance and operations.
- Knowledge of POS systems.
- Knowledge of inventory systems.
- Skill in providing leadership to, supervising, training, and evaluating assigned staff.
- Skill in accurately using a cash register and making change.
- Ability to write reports and business correspondence.
- Ability to work extended hours and various work schedules.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to follow instructions in verbal and written format.
- Ability to use good judgment and foresight.

Physical Demands

While performing the duties of this job, the employee regularly is required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment

Work is generally in an indoor setting with a moderate to high noise level. Stocking in refrigerators where exposure to cold conditions may occur. Prolonged standing. Evening, weekend, and/or holiday work will be required. Extended hours and irregular shifts will be required.