

Store Supervisor **UF4147**

Job Overview:

The Store Supervisor is responsible for ensuring that guests receive an exceptional level of service within retail merchandise outlets by supervising retail staff at all points of sale and by assisting with merchandise-related needs within designated retail sales outlets. Assigned work areas may include permanent or mobile stands, kiosks within a sporting venue, as well as in-venue retail stores and/or standalone retail stores. This position will perform a variety of activities geared toward the generation of retail sales, creating a consistently positive service experience, and creating an energized and positive work environment. Responsibilities may vary based on venue size, event type, and service models.

General Responsibilities:

- Follow opening and closing procedures within merchandise locations at the start and close of business.
- Assist in onboarding and training employees on all procedures.
- Observe, model, and coach staff on all sales, guest service, and operational standards.
- Greet guests immediately upon arrival, display an alert posture, smile, and make direct eye contact.
- Offer assistance to guests in locating desired merchandise and proactively inquire if guests are searching for a particular item.
- Be fully knowledgeable of merchandise inventory and available styles, colors, sizes, and options for each item.
- Assist in educating staff regarding product knowledge and serve as an information resource for any questions they may have.
- Monitor and encourage staff to use suggestive selling and up-selling techniques by recommending specific items.
- Continually observe surroundings and monitor guests in retail areas to ensure they are properly attended to by retail staff, and alert security of any suspicious activity.
- Intervene in instances of guest dissatisfaction and work diligently to resolve issues and address their concerns.
- Maintain positive, ongoing communication with the management team, and relay any information regarding customer complaints and/or feedback as well as any issues regarding inventory, equipment, or facilities.
- Proactively suggest ways to improve customer experience in retail outlets.
- Verify register drawer balances, review cash and receipts, and prepare vault drops.
- Handle cash records and cash log sheets to assure accuracy.

- Ensure that employees follow all guidelines for collecting payment, including credit card transactions, and proper cash handling.
- Ensure shelves and displays are stocked with appropriate merchandise, and re-stock as needed.
- Ensure that employees organize and straighten merchandise displays to maximize “eye appeal” throughout the retail area.
- Perform additional duties and responsibilities as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience required.
- Minimum of 2-4 years of experience in a retail environment preferred.
- Prior supervisory or lead experience preferred.

Skills/Aptitude:

- Strong leadership and team coordination skills.
- Strong communication and problem-solving skills in fast-paced environments.
- Ability to follow and enforce operational policies and procedures consistently.
- Demonstrated ability to understand and effectively implement written and verbal instructions.
- Strong team orientation and ability to work with a variety of departments to accomplish assigned tasks.
- Ability to work well independently as well as part of a team.
- Ability to perform mathematical calculations, including addition, subtraction, multiplication, and division.
- Ability to speak, read, write, and understand the primary language(s) used by guests who typically visit the location.
- Ability to use a point of sale (POS) system and digital register.
- Strong skills for persuasive sales, with an ability to connect easily with customers.

License/Qualifications

Certifications

- None

General Qualifications:

- Willingness to learn, grow, and take on increasing responsibility.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, organization, and service execution.
- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and

extended event hours.

- Must comply with all dress code and safety requirements

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus, with or without corrective lenses
- Significant walking or other means of mobility
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to reach, sit, stand, bend, twist, stoop, push, and pull on a regular basis.
- Ability to perform repetitive motions.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 50 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Primarily works in indoor event environments with controlled temperatures.
- May participate in outdoor events and be exposed to heat or cold during such activities.
- Noise level is usually moderate to loud.
- Wears protective clothing and/or Personal Protective Equipment as required by the work environment or governmental regulations.

POSITION PROFILE
JANUARY 2026

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ **Date** _____
Manager _____ **Date** _____