Supermarket Manager

Job Description:

A Supermarket Manager plans and directs the day-to-day operations of the store. They develop strategies to improve customer service, drive store sales, increase profitability, create store policies and marketing programs that will increase sales, and grow the existing customer base. They set the tone for the store standards and conditions. They act as the leader for the store employees and report to higher administration. Supermarket Managers are in charge of handling various operational aspects such as managing inventories, recruiting staff, budgeting, enforcing safety policies, ordering products, and analyzing sales performance. Those seeking to secure a Supermarket Manager position should highlight in their resumes qualifications such as leadership, organizational skills, commercial awareness, managerial abilities, and analytical thinking. Previous retail experience is considered paramount.

Job Responsibilities:

* Improve profit and attain sales target of the supermarket
* Deal with all complaints, queries, and other related customer service issues
* Recruit and interview new staff for the supermarket
* Organize training, orientation, and supervise all departmental managers
* Organize holidays
* Oversee receiving orders and stock control
* Assign and schedule tasks for specific employees and also follow up on the results they generate
* Complete all the operational requirements of the store
* Appraise, monitor, and plan tasks to be given to individual staff members
* Discipline, counsel, and coach employees to maintain positive result generation
* Initiate corrective actions, analyze variance, schedule expenditure, and prepare annual budget aside achieving other financial objectives of the organization
* Recognize future and present requirements by customers
* Establish good rapport with existing and potential customers
* Collaborate with other members of staff that have good understanding about service requirements
* Maintain inventories and approve contracts to ensure consistent availability of the required services and merchandise
* Study trends, authorize clearance sales and also determine all required sales promotions
* Review merchandising by formulating pricing policies
* Identify profitability ratio by studying financial statements and operating statements
* Study display plans, sale promotion, and advertising towards marketing merchandise in a profitable manner.
* Monitor inventory levels and order new items.
* Coordinate activities of store employees
* Coordinate activities of different departments.
* Oversee department heads
* Report to corporate administration

Job Qualifications:

* Associates in business administration, management, or related field required
* Bachelors in business administration, management, or related field preferred
* Experience as a supermarket manager

Opportunities as a retail manager are available for applicants without experience in which more than one retail manager is needed in an area such that an experienced retail manager will be present to mentor.

Job Skills Required:

* Knowledge of modern management techniques and best practices
* Ability to meet sales targets and production goals
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Good communication skills
* Team Player
* Computer database and productivity software skills required
* Proven history of successfully training employees in a variety of departments
* Strong understanding of sales and customer service techniques
* Demonstrated ability to maintain and work within a budget