



Retail Sales Supervisor

Reporting to the Retail Sales Manager, the Retail Sales Supervisor will be responsible for the overall supervision, direction and management of the retail store to facilitate the best possible customer service.

Main Responsibilities include:

1. Enforce policies and procedures that ensure the smooth running of the retail outlet.
2. Provide the Retail Sales Consultants with leadership, recognition, and training to ensure top performance.
3. Create a safe, respectful, productive and rewarding work environment.
4. Develop and maintain monthly schedule to insure that staffing meets the needs of customers.
5. Ensure that the store is in pristine condition, in keeping with the Digicel standards at all times.
6. Ensure that the store is adequately stocked at all times and that daily and monthly inventory procedures are being enforced in accordance with inventory policy.
7. Develop and maintain awareness of local competitive market.
8. Provide support to Retail Sales Consultants in handling difficult or escalated customer situations.
9. Address and correct individual and group performance problems quickly and fairly.
10. Ensure that daily cash out procedures are being adhered to; and Reconciling daily cash receipts received from Retail Sales Consultants; reporting immediately on deficiencies
11. Prepare daily cash difference reports for the Retail Manager
12. Ensure that weekly and monthly reporting is submitted to Finance and Retail Manager on a timely basis
13. Flexibility and openness to perform additional and different duties as the business demands.

Successful candidate will possess the following:

1. High school diploma or equivalent; Post-secondary education an asset
2. Strong work ethic, commitment, sense of accountability, integrity, urgency and commitment to customer satisfaction
3. Proven previous experience supervising a team
4. Proficient in Microsoft Office
5. Excellent leadership, communication and interpersonal skills
6. Previous experience in the telecommunications field an asset
7. Ability to prioritize and handle multiple tasks in a high-pressure environment
8. A willingness to work Saturdays and extended hours as necessary

The company offers excellent salary and benefits, plus bonuses related to company goals. Interested, qualified individuals should apply in writing with resume via email to:

hr.bermuda@digicelgroup.com or in writing to: Human Resource Director, Digicel, P.O. Box HM 896, HAMILTON HM DX.

T 441.500.5313 F 441.295.3235 www.digicelbermuda.com

Closing Date: May 3, 2012