

Shop Supervisor (x5)

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Company: PRI

Location: Lusaka

Category: other-general

Overview

We are hiring!

Role

To operate and manage the store (assets, people and processes) in order to achieve the given targets to the correct standards.

Responsibilities

Control

To ensure that all aspects of financial and operational controls are met in the Store

– Sales = Banking, Stock in the system = Stock on the ground

Prepayments = banking

Prepayments balances

Administration

Planning and directing the day-to-day operations of the store. Store opening and closing times.

Daily standard procedures to be followed.

Meet deadlines on Daily and weekly reports.

Sales Targets and Strategies

Develop strategies to improve customer service.

Drive store sales.

Increase profitability.

Grow the existing customer base.

Customer Service

Ensure customer needs are met, complaints are resolved, and service is quick and efficient, both on the store floor and social media platforms

Team Leadership

Motivate, organize and instruct employees.

Conducting performance and appraisal reviews.

Achieve Sales Targets

Achieve Customer count target.

Store Check-up Score above 90%

Minimize Losses- both visible and invisible

Results

Achieve Sales Targets

Achieve Customer count target.

Store Check-up Score above 90%

Minimize Losses- both visible and invisible

Qualifications

Degree/Diploma in Agriculture or Marketing

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