



SIK YUEN LIMITED

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Job Description

Job Title Section Supervisor (Chef de Departement)

Reporting to Head of Retail Operations

Purpose To drive sales through ensuring flawless daily operations in assigned section, including product availability, proper stacking and pricing.

Principal Accountabilities

- Evaluating the supply and availability of stocks and maintaining proper inventory levels.
- Ensuring the section in general remains neat and clean at all times; namely floor, shelves areas, etc.
- Implementing measures to avoid stock damages, theft, and wastage through proper stacking, rotation and products ordering assistance.
- Close monitoring of product availability on shelves and stocks.
- Ensuring good product conditions on shelves at all times and proper displays through application of preset planograms and latters' upkeeping.
- Addressing customers' requests, comments, and complaints; and to report and feedback to supervisor and the management team for appropriate corrective actions.
- Motivating subordinates to achieve targets.
- Monitoring and follow up of supplier merchandisers' presence, attitudes, work and productivity.
- Coaching new staff members and scheduling shifts.
- Monitoring and reporting sales levels.
- Ensuring proper stacking of shelves and proper pricing
- Seeking ways to better promote the section, products and service.
- Being attentive to the customers and providing outstanding customer service.
- Planning, organizing own work and that of team members to meet operational requirements.
- Complete purchases and orders process via IBORA or LBOSS system

Experience and Skills

- Secondary education
- Pro-active in-store planning and organizational skills
- Self-motivated
- Interpersonal skills
- Strong sales abilities and customer service skills
- Coaching skills
- Computer literate