

# Essential Skills Summary – RETAIL SUPERVISOR (RETAIL SHIFT MANAGER)

The most important Essential Skills for Retail Supervisors are:  
**Oral Communication, Document Use, Thinking Skills, Computer Use**

Retail Supervisors are an on-going presence on the floor, ensuring that front line staff observes MLC standards, policies and procedures. The supervisor provides training and orientation for new staff and takes prompt action when deviations occur.

| Typical Level & Most Complex  | How Retail Supervisors use Essential Skills                                                                                                                                                                                                                                                                                                           |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A. READING TEXT</b>        |                                                                                                                                                                                                                                                                                                                                                       |
| 1-2<br>2                      | Retail Supervisors read memos and e-mails, check their own records and logs. They keep up to date with products and prices. They are familiar with policies and procedures.                                                                                                                                                                           |
| <b>B. USE OF DOCUMENTS</b>    |                                                                                                                                                                                                                                                                                                                                                       |
| 1-2<br>3                      | Retail Supervisors handle a large number of forms and templates. They review bank records to track discrepancies. They requisition services from other departments, keep track of supplies and order what is needed. They compile reports on daily profits, losses, and variance from different areas. They provide staffing information for Payroll. |
| <b>C. WRITING</b>             |                                                                                                                                                                                                                                                                                                                                                       |
| 2-3<br>4                      | Retail Supervisors write e-mails, memos and log entries. They write incident reports and annual evaluation reports. They may write and revise manuals for use in their own area.                                                                                                                                                                      |
| <b>D. NUMERACY</b>            |                                                                                                                                                                                                                                                                                                                                                       |
| 1-3                           | Retail Supervisors oversee the handling, totalling, and recording of cash and credit transactions in the gift store and TicketMaster. Retail Supervisors review records for accuracy or discrepancies, estimates office needs and orders supplies.                                                                                                    |
| <b>E. ORAL COMMUNICATION</b>  |                                                                                                                                                                                                                                                                                                                                                       |
| 2-3                           | Retail Supervisors create a friendly, open environment for staff and customers. They deploy staff, deal with conflict, coach and advise staff. They report regularly to the manager.                                                                                                                                                                  |
| <b>F. THINKING SKILLS</b>     |                                                                                                                                                                                                                                                                                                                                                       |
| 1-3                           | Retail Supervisors track variances. They troubleshoot a variety of machines and systems. They review sales data with the manager to determine what areas are profitable.                                                                                                                                                                              |
| <b>G. WORKING WITH OTHERS</b> |                                                                                                                                                                                                                                                                                                                                                       |
| 1-3                           | Retail Supervisors work in close proximity with their staff in a fast-paced environment. They are open and approachable to listen to all staff issues with equal attention.                                                                                                                                                                           |
| <b>H. COMPUTER USE</b>        |                                                                                                                                                                                                                                                                                                                                                       |
| 2-3                           | Retail Supervisors use basic accounting programs with confidence and frequency. They use several different computerized systems and generate daily reports. They use e-mail and word processing, and record data on spreadsheets, often of their own creation.                                                                                        |
| <b>I. CONTINUOUS LEARNING</b> |                                                                                                                                                                                                                                                                                                                                                       |
|                               | Retail Supervisors bring previous experience to the job and they learn on the job and from co-workers.                                                                                                                                                                                                                                                |
| <b>J. OTHER INFORMATION</b>   |                                                                                                                                                                                                                                                                                                                                                       |
|                               | Retail Supervisors are on their feet most of the shift. They do some lifting. They require manual dexterity for keyboarding. They are positive, attentive and respectful. An optimistic approach is the way to keep a good atmosphere within the department.                                                                                          |