



Retail Store Supervisor - NOC 62010

Description

About Us:

At Swift Quartz, we take pride in offering exquisite jewelry pieces and expert services to our valued customers. With a legacy of craftsmanship and dedication to quality, we specialize in watch repair, fine jewelry repair, bespoke jewelry design, and sales of premium watches and jewelry. Our commitment to excellence extends beyond our products, as we strive to provide exceptional customer experiences through our knowledgeable staff and personalized service.

Job Description:

We are seeking a dynamic and experienced Retail Store Supervisor to join our team and oversee the operations of our retail store. The ideal candidate will have a passion for luxury goods, excellent leadership skills, and a strong understanding of retail operations within the jewelry industry.

Duties

Responsibilities:

- Supervise and coordinate sales staff and cashiers to ensure smooth operations.
- Assign sales workers to duties and prepare work schedules to optimize staffing levels.

Closing Date

July 1, 2025

Categories

Sales

Employer

Swift Quartz

Location

Central

Address

555 Sterling Lyon Pkwy
Winnipeg, R3Y 1G5

Job Type

Permanent

Education Level

High School

Email

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- Authorize payments and oversee the return of merchandise as necessary.
- Resolve issues that may arise, including customer requests, complaints, and supply shortages, with a focus on exceptional customer service.
- Maintain specified inventory levels and order merchandise to meet customer demand.
- Prepare reports regarding sales volumes, merchandising, and personnel matters to inform decision-making.
- Hire and train new sales staff or arrange for their training, monitoring and reporting on performance.
- Ensure the visual standards and image of the store are maintained, including store displays, signage, and cleanliness.
- Perform key holding and managerial duties if required, such as opening and closing the store, managing escalated complaints, developing and implementing marketing strategies, and signing for deliveries.
- May perform the same duties as workers supervised to support the team as needed.

Qualification

Requirements:

- Previous experience in retail management, preferably in the jewelry industry, is an asset.
- Strong leadership and communication skills.
- Excellent organizational and time management abilities.
- Knowledge of jewelry products and industry trends.
- Ability to handle customer inquiries and complaints with professionalism.
- Proficiency in cash handling and inventory management.
- Familiarity with payroll administration processes.
- Flexibility to work evenings, weekends, and holidays as needed.