

## JOB DESCRIPTION & QUALIFICATIONS

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**TITLE:** FLOOR SUPERVISOR

**REPORTS TO:** STORE MANAGER

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**GENERAL SUMMARY:** The Floor Supervisor's primary function is to assist and support the Store and Assistant Manager in all aspects of the store, including all personnel, product and merchandising functions, business processes and results for the store. The Floor Supervisor directs and motivates the store team to provide service in accordance with the TH Customer Service program, generate sales and profit, minimize losses and ensure the store is visually distinctive and impeccably maintained. The Floor Supervisor's goals are to maximize Associate productivity, ensure compliance and consistent execution of company standards and Policy & Procedures as well as create an environment which is results driven. The Floor Supervisor assists in the development of associates through feedback, coaching and training.

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### ESSENTIAL COMPETENCIES, DUTIES AND RESPONSIBILITIES (including but not limited to):

#### **Deliver Business Results:**

- Utilizes all company tools to drive results.
- Self-driven, results-oriented with a clear business focus.
- Ability to accurately communicate statistical results and identify business needs.
- Delivers a high level of communication with staff on a daily basis. Ability to effectively communicate with team at Take 5 meetings, regarding individual sales performance, and other key performance indicators such as UPT, conversion, store results, product sales and other information to help them provide great service and achieve goals.

#### **Managing Customer Service:**

- Assists in ensuring TH Customer Service program is being executed to standard.
- Assists with training, developing and executing S.G.M. and TH Customer Service skills.
- Customer Service passion demonstrated through service results and recognition.
- Effectively assists in training, monitoring and executing Direct Replenishment and Recovery process.
- Adheres to Company Personal Appearance Standards to professionally represent the Tommy Hilfiger image.

#### **Managing Merchandising:**

- Assists in making business decisions based on current sell-through strategies.
- Maintains elevated store presentation by training and overseeing standards as defined in the ABC Brand Presentation manual and video as well as company directives with an eye for detail.

#### **Managing Store Operations:**

- Knowledge of and adherence to all policies and procedures.
- Ensures daily management of sales, payroll, controllable expenses, goals, and company initiatives.
- Assists in aligning team with activities that will ensure that business goals are met.
- Able to innovate and enhance training delivery when necessary based on learner.
- Assists to ensure store has all necessary tools (i.e. supplies, resources, binders, posters, etc.) and knowledge of how to use them adequately.
- Store opening and closing.

#### **Managing Human Resources:**

- Ensures effective performance management of store team-including feedback, coaching and development.

#### **Human Resources: Job Description**

Revision Date: October 2015

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- Works with store management to source the best talent through networking, identification and recruitment of store personnel.
- Assists management with interviewing, hiring and orientation process.
- Comfortable with repetitive training delivery, understanding that it may look different based on how each of the learners comprehends the training.
- Effectively participates and assists the Store Manager in weekly management meetings and quarterly staff meetings.
- Provides performance feedback of staff to Store and Assistant Manager.
- Ability to set clear actionable goals for self and team.
- Adheres to Human Resources Policies, Practices, and Procedures.

## STRATEGIC SUCCESS FACTORS

### **Teamwork:**

- Maintains respect of peer group, staff and supervisor.
- Utilizes excellent organizational, time-management, and problem resolutions skills in a fast-paced dynamic environment.
- Demonstrates success in motivating and leading a team, change management, and problem solving skills.
- Ability to influence, coach and mentor.
- Creates energy, excitement and recognition around team and individual accomplishment and successes.
- Communicates openly, honestly, and constructively.

### **Teambuilding:**

- Enthusiasm, passion, and commitment to the TH brand.
- Empathetic towards other's point of views and needs.
- Strong interpersonal skills with the ability to build partnerships.
- Able to provide feedback on new associates and assist in managing orientation process.

### **Agility:**

- Displays flexibility in adapting to changing conditions by demonstrating the ability to reset priorities based on store and business needs.
- Assists in aligning all store activities to ensure all business goals are met.
- Ability to modify delivery style to ensure understanding of the learner.
- Takes on additional assignments and work when needed.
- Solution oriented with a sense of urgency.

### **Results Oriented:**

- Self-motivated, persevering and persistent.
- Ability to drive a result-oriented sales team.
- Manages multiple projects and able to multi-task while meeting deadlines.

## QUALIFICATIONS:

### **Experience Required:**

- 6 months to 1 year experience as an acting member of management, preferably in a retail environment.

### **Minimum Education:**

- Minimum High School education or equivalent.
- Computer Knowledge (MS Office, Adobe, Web understanding)

### **Schedule Requirements:**

- Ability to change schedule, adapt to the needs of the position, undertaking night shifts, weekends and holidays.

## **Human Resources: Job Description**

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**Physical Requirements:**

- Solid communication skills both verbal and written in addition to strong interpersonal skills
- Ability to maneuver around the sales floor, stockroom and office.
- Ability to operate cash register and office computer and other equipment.

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Associate Name: \_\_\_\_\_ Associate Signature: \_\_\_\_\_