

## **POSITION: AREA SUPERVISOR**

As an Area Supervisor, you will help create excitement about the products that the Company carries, providing the right solutions and getting products into the hands of the Company's valued customers.

Being part of the retail team, you must understand the business objectives and the importance of having the ability to deliver a company customer service & shopping experience that is a cut above the rest.

### **Job Responsibilities:**

- Manage the day-to-day business operations of a cluster of retail stores
- Supervise Store In-Charge to ensure smooth business operations at the retail stores
- Ensure daily and timely banking-in of sales proceeds
- Ensure store security devices are in good working order
- Ensure staff are trained in all aspects of product, sales and customer service
- Ensure workplace safety for customers, staff and pets
- Ensure that all small animals in the store are well taken care of
- Ensure that stocks are replenished leaving no shelves empty
- Ensure proper housekeeping is done to create a pleasant shopping experience / store ambience
- Ensure the deployment of manpower is carefully and properly administered
- Ensure store readiness in preparation for store audit and mystery shopper audit
- Manage and administer store / facilities repair work / store renovation work
- Manage ad-hoc / periodic stock-take and/or stock-count exercise when required
- Perform store visits and conduct daily line-check to ensure consistency of our corporate branding and store image
- Responsible for hitting sales target / KPIs in line with business objectives
- Responsible for visual merchandising and inventory management
- Responsible for customer satisfaction and service recovery
- Monitor and review staff's work objectives or goals and his or her overall contribution to the organization
- Keep abreast of product knowledge through continuous learning
- Accountable for cash shortage, stock losses and stock variances
- Adhere to all the retail SOP, company's policies, processes and procedures
- Handle and resolve staff issues / grievances
- Plan staff duty roster
- Handle and administer staff time management system
- Any other duties / tasks / projects as assigned.

**Requirements:**

- 3 years of working experience in retailing as a Supervisor and above
- Prefer have Animals Science background
- Energetic & highly driven to meet sales targets
- Good communication skills and a self-motivated sales person
- Mature and of pleasant personality
- Must possess own transport and willing to travel
- Open to relocating to other States within Malaysia in future

**Benefits:**

- Medical benefits
- Staff purchase discounts
- Group Insurance Coverage

Interested candidates, kindly send us your latest resume (attach with your recent passport size photo) through email at [myrecruit@petloverscentre.com](mailto:myrecruit@petloverscentre.com) .