

RETAIL BRANCH SUPERVISOR (KES 60k – 75k)

Our client is one of the leading furniture retailers in the region. They are looking to recruit for a branch supervisor who will oversee and coordinate all branch operations. The incumbent will be in charge of monetary transaction, planning, organising, and controlling the activities of team members in the desired direction and in line with overall objectives of the company.

Location: Nairobi

Salary: KES 60,000 – 75,000

Responsibilities:

- Assessing customer needs, providing information regarding available products, services, or solutions to meet those needs, and processing transactions
- Identifying potential risks or issues that may impact the company's ability to meet its goals and objectives
- Determining how best to allocate staff resources based on workload and priorities
- Following up with customers to ensure they are satisfied with their experience with the company and recommending additional products or services as needed
- Ensure the stock of the branch is well secured at all times
- Keeps attendance records for respective team mates and schedule leaves and days off. Record any over time that may be done & report any discrepancies when found.
- Monitor and Manage the Customer service function of the branch –
 - Customer issues – complaints, service orders, dealing with clients within 24 hours of complaint log in, record reason for delay if there may be any
 - Ensures that any problem faced by customers is solved with least delay and makes use of appropriate problem solving skills
- Maintains good relationship with customers in line with our company values.
- Ensure all process of the cash desk is followed as per the policies and procedures of the company.
- Check lists to be done and checked on a regular basis – regular auditing to be done
- Directs customers to cash desk/Cash and Go for cash sales. Informs clients that delivery for payments by cheque will be made only upon approval.
- Ensure the branch team meets the desired targets at all times.
- Monitor daily sales for the branch. Undertakes up-selling and cross-selling so as to achieve sales targets.
- Calculates the selling amount performed monthly by the whole team, derives the amount left so as to meet the sales target,
- Describes a product's features and demonstrates its use; shows various models and colors; explains the benefits and features of various models.
- Ensures that customers are given competent demonstrations on products whenever necessary
- Verifies documents and records for sales made in the day, informs customer if any document missing, and amends follow up notes accordingly
- Ensure all price tickets for these items are well displayed and changed when the promotional period is over.

- Ensure that the stocks levels for all categories in the branch are at acceptable levels and make requisitions when necessary
- Carry out regular stock checks as per the policy and procedures
- Prepares Purchase orders / requisitions to the Stock Office as request for stock.
- Verifies the stock level of product to be sold and collects all necessary documents and information from customer so as to undertake selling processes.
- Demonstrates products to staff and organizes with BM for training to be given by supplier/ internal trainer whenever necessary.
- Create, update, maintain and share product knowledge information with staff.
- Ensures that products on display are not moved out of the store without the authorization of the Branch Manager.
- Ensure effective internal communications both within the Sales, Customer Support and Marketing team and across the organization
- Monitoring of the assembly / delivery team – know their whereabouts at all times
- Oversee the security processes with the branch
 - Stock counts – daily and report signed off
 - Regular walk around within showroom to check all items are in place
- Housekeeping for both interior and exterior
- Proper management of cleaners at all times ie KPIs for section cleaning – time bound – assembling and off-loading where applicable

Requirements:

- Bachelor's degree in Business Management, Business Administration or its equivalent
- Minimum of 3 years' experience in various sections within the retail industry
- Experience in cashiering role will be an added advantage
- Good planning and leadership skills.
- Excellent communication and interpersonal skills
- Knowledge of proper stock levels for all product e.g., promotional, display and samples
- IT proficient - Knowledge in Word, Excel and other relevant computer software's

Is this you?

Send us your application to recruit@leeandmyles.co by 15th December 2022. Please indicate 'BRANCH SUPERVISOR' in your email subject line. The first interview will be done on video via Google Meet and successful candidates will be notified for the second in-person interview.