



Front Counter Lead

Job description

Summary

The Front Counter Lead will be responsible for conducting all duties of a Front Counter Clerk, as well as drive staff improvement through guidance and training. The Lead shall, with the cooperation of management members, work with staff to assure the best possible presentation of the store, with emphasis on the Front Counter. The Lead shall also be charged with evaluating current processes for streamlining and influencing outcomes.

Duties and Responsibilities

- Assure that all products are attractively displayed and that shelves are stocked and labeled by frequently walking the store
- Provide training and supervision to Front Counter staff to assure processes are followed and staff maintain a courteous, professional and efficient demeanor
- Greet customers, answer phones and direct customer inquiries to appropriate parties
- Handle cash transactions between customers and the store

Knowledge, Skills and Abilities Required

- Previous retail experience and cash handling experience is required
- Staff management experience
- Customer service experience
- Must be able to stand for long periods of time, climb and lift up to 50 lbs. (no back, knee or shoulder problems)
- Very customer oriented with a good attitude!

Education/Training

High school or GED

Job Type: Full-time