

August 30, 2017



King Of Prussia Plaza, King Of Prussia, Pennsylvania

## **Department Supervisor**

**Job Status: Nonexempt, Hourly (Part-Time or Full-Time)**

Apply at:

[http://career.hm.com/content/hmcareer/en\\_us/findjob/jobs/imported/2017/8/1/00208156.html?src=JB-10660](http://career.hm.com/content/hmcareer/en_us/findjob/jobs/imported/2017/8/1/00208156.html?src=JB-10660)

Here's what's possible for H&M DEPARTMENT SUPERVISORS:

At H&M, we do everything we can to empower everyone in our company. Part of that also means providing leadership and guidance. That's where our Department Supervisors come in. While working with our Management Team, our Department Supervisors help oversee customer service and floor coverage, driving sales, merchandise presentation and operational functions within the store, including opening and closing the store. And they do all of this according to H&M guidelines. We've found this to be an effective way to continue helping our people grow while making it possible for our customers to have a great shopping experience.

Title: Department Supervisor

Function: Sales

Department: Store

Reports to: Department Manager or Store Manager based on volume

Direct Reports: Sales Advisor(s) (dotted line)

Overall Job Function: Assists Management team in overseeing floor coverage, driving sales, merchandise presentation, customer service, and operational functions within the store including opening and closing the store according to H&M guidelines

Job Responsibility including but not limited to:

Customer Service

- Maintain the high quality of H&M customer service by providing the best shopping experience for each customer and role modeling the 5 basic demands

Job Knowledge

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Office of Student Life

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- Ensure that all merchandise is properly received and placed on the floor in a timely manner and according to merchandise guidelines
- Execute merchandising campaigns, promotions, activities and customer rounds as assigned by store management
- Address any loss prevention and safety issues that may occur while on duty and bring any escalated concerns to management team
- Ability to suspend an employee with discretion and approval from Store Manager or District Manager if only manager on duty
- Serve as second interviewer and note taker for staff interviews
- Act as a management witness, on behalf of H&M, in employee discussions as needed

#### Efficiency

- Perform all store routines, including the opening and closing of the store; follows all company practices and procedures; work with timekeeping and scheduling system and controls and complete reductions
- Maximize sales through commercial focus and take action to obtain highest level of profitability for the store
- Actively use sales information to make business decisions regarding merchandising
- Approve timesheets on a daily basis in the timekeeping system
- May be assigned overall store responsibility in absence of Store Manager or Department Manager when opening or closing store

#### Team Player

- Assist the management team in the day-to-day supervision of staff by directing and overseeing workflow within the store
- Assist the management team with the training and developing of Sales Advisors on the operational side of the business by following up on clear goals and providing timely feedback
- Ensure that all employee issues are immediately brought to the attention of management team

Financial Accountability: None

#### Minimum Candidate Qualifications

- High School graduate or equivalent; Associates Degree preferred
- 1-2 years of retail customer service experience
- Prior supervisory experience is a plus
- Open availability based on business need
- Ability to lift in excess of 20 pounds
- Ability to stand for long periods of time; bend, stretch, engage in repetitive motions; push, pull and carry items (mannequins, clothing, totes, torsos, etc.) for a short distance
- Ability to climb a ladder and use a stepstool

## Competencies

- Exceptional customer service and interpersonal skills
- Ability to provide feedback in a constructive and professional way
- Ability to be proactive to drive sales
- Ability to prioritize task execution based on business need
- Strong merchandising skills with the ability to drive the business through creativity and extensive fashion knowledge
- Ability to multitask in a fast-paced environment
- Basic computer skills such as data entry are needed
- Ability and willingness to run a cash register
- Ability to provide constructive, straightforward feedback and to coach staff

