



JOB DESCRIPTION

JOB TITLE: Supervisor

REPORTS TO: CM MANAGER

CLASSIFICATION: NON-EXEMPT

PAY RANGE: 14.26 PER HOUR (GRADE 6)

POST DATE: DECEMBER 3RD 2018

CLOSING DATE: ONGOING

SUMMARY/OBJECTIVE: The primary responsibilities of this position is to provide a diverse range of activities in support of the Store Operations with an emphasis in assisting in managing store operations and guest support for quality service, guest satisfaction and business profitability. This position also requires one to be active with all personnel to assist with training, retention and morale of all associates.

ESSENTIAL FUNCTIONS: Specific duties include, but are not limited, to the following:

- Establish and maintain a positive work environment among all associates.
 - Handle guest needs quickly and in a positive manner.
 - Develop and apply supervisory management skills.
- Delegate and supervise tasks and expectations to associates on shift.
- Maintain ongoing communication with other supervisors.
- Complete supervisor checklist and file accordingly on a daily basis.
- Must understand and follow Federal Employment Laws.
- Complies with all applicable health and sanitation procedures and adheres to safe work practices.
- Help train and coach associates in a manner that fosters high performance and low turnover.
- Assist in training, utilizing training manuals and/or DVDs
- Adhere to strict cash handling procedures, policy and procedure expectations, retail inventory management and strict guest service expectations.
- Willing to learn administrative aspects of the business: pricing, labor costs, inventory management, merchandising, and any other store duties as needed to build self-business knowledge for professional growth.
- Other duties as assigned.

EXPECTATIONS/ABILITIES:

- Strong attention to detail.
- Must be able to operate calmly while in a fast-paced environment.
- Strong commitment and daily ability to coach on customer service.
- Above average written and oral communication skills.
- Effective time management and organizational skills.
- Must be detail-oriented.
- Ability to solve problems with minimum supervision and understanding of being empowered and accountable.
- Possess strong computer skills with proficiency in Microsoft Office programs.
- Ability to utilize a financial calculator.
- Ability to operate basic office equipment such as copier, fax, laminator, scanner and telephone.

LDF Business Development Corporation
14284 HWY 70W
PO Box 155
Lac du Flambeau, WI 54538
Phone: 715.388.0502 Fax: 866.423.6104



- Comply with and consistently execute the specific 'Fundamentals of Customer Service' when engaging with customers.

SUPERVISORY RESPONSIBILITY: This position will have direct reports that can differ by day.

WORK ENVIRONMENT: This job operates in a full service grocery and convenience store format. Changing temperature environments, manual labor in floor stocking or exterior maintenance that could consist of lawn or snow equipment, range of chemicals for sanitation or cleaning.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the associate is regularly required to talk and hear. This is a role that could be performed, on given days, while standing, bending, traversing distances or sedentary. Demands can change daily. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position. Days and hours of work are scheduled weekly and may remain stable for a period. However, weekends, nights, holidays and shifting start and end times can exist.

TRAVEL: Little to no travel is expected for this position.

REQUIRED EDUCATION AND EXPERIENCE: 1 YEAR POST HIGH SCHOOL EDUCATION IN COMPARABLE ACADEMICS AND 2 YEARS RETAIL EXPERIENCE AT MID-LEVEL MANAGEMENT OR HIGHER.

PREFERRED EDUCATION AND EXPERIENCE: ASSOCIATE DEGREE IN BUSINESS OR RELATED FIELD, AND 2 YEARS RETAIL EXPERIENCE AT MID-LEVEL MANAGEMENT OR HIGHER.

OTHER DUTIES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

CORPORATION STANDARDS: The foundation of success is found in meeting the following LDF Business Development Corporation expectations:

- Attitude of safety first
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect and teamwork
- Ambition to succeed
- Adheres to company policies and procedures
- Represents the company in a positive and professional manner
- Flexibility to work for extended hours in order to meet deadlines
- Handles oneself with professionalism during stressful situations
- Maintains positive attitude and morale
- Interacts effectively with all members of the company and all outside associates
- Completes responsibilities diligently
- Thinks big picture and takes into account long-term implications of ones' actions

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- Works independently, exercises discretion, applies common sense and makes competent decisions
- Complies with designated work schedule
- Uses company resources wisely
- Maintains neat, clean and organized workspace
- Constantly analyzes for ways to improve individual and/or company performance

The LDF Business Development Corporation is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

EEO STATEMENT: LDF BDC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

HOW TO APPLY: To apply for this position please submit an application and resume to:

LDF BUSINESS DEVELOPMENT CORP.
ATTN: HUMAN RESOURCES
PO Box 155
LAC DU FLAMBEAU, WI 54538
866.423.6104 (FAX)
HR@LDFBDC.COM

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