



# A career in retail

## Store Team Leader

Retail is too often considered a preferred option for weekend work. SandpiperCI is looking to challenge the status quo and showcase how retail can offer some of the most amazing longer term career opportunities.

SandpiperCI is an international retail and food service operator with over 80 stores across four countries. We are proud to be a franchise partner with 14 of the world's best brands and to bring great shopping experiences to thousands of customers across the Channel Islands, Spain and Gibraltar.

We look to recruit anyone who has a passion for customer service and has an understanding that they have a direct and vital input into the customers experience.

Apply online at [sandpiperci.pinpointhq.com](http://sandpiperci.pinpointhq.com) or e-mail [careers@sandpiperci.com](mailto:careers@sandpiperci.com)



## Store Team Leader

Reporting to the Store Manager this role ensures all stock displayed is for purchase. The desired candidate will have a keen interest in retail and maintain current knowledge on best selling lines and key products to improve sales. This role also requires exceptional customer service to ensure that customers have all their requirements met and leave feeling positive. The ideal candidate will have a strong eye for detail ensuring all stock and offers are presented correctly.

### Key Responsibilities

- \* Maintain accurate forecasting and availability levels across the store
- \* Implement cycle and promotion changes to drive offers in store and promote key lines
- \* Provide and train others to deliver great service, regularly observe individual interaction to provide feedback
- \* Conduct relevant investigations and manage stock loss to drive efficiencies and minimize future loss
- \* Drive an accurate till operation by colleagues in store to reduce risk and loss and drive productivity
- \* Ensure correct fill levels, temperatures and accurate date check completion
- \* Adhere to and correctly implement shop floor and stock processes, policies and procedures

### Knowledge, Skills, Experience

- \* Good general education
- \* Background in Customer Service
- \* Minimum 1 year managerial experience, in customer facing/retail role
- \* Be able to demonstrate good business acumen and accurate written communication
- \* Proven financial aptitude
- \* Ability to work on own initiative and under pressure to meet tight deadlines
- \* Ability to communicate with colleagues and customers in English language