

<i>Tommy Bahama</i>		Job Description
Position Title: Floor Supervisor		
Division/Department: Retail Operations	☐ Exempt ☒ Non-Exempt	
Reports To (Title): Retail Store Manager	Effective Date: 03/28/08	

Because the nature of Tommy Bahama business is dynamic where business needs dictate management may assign other responsibilities and duties. The job description is intended to reflect management's assignment of major job functions, it does not prescribe or restrict tasks that may be assigned as business needs require. It is intended to describe the general nature and level of work being performed by employees assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

RETAIL MISSION STATEMENT

We are passionate about people and are dedicated to providing an exceptional and rewarding lifestyle experience.

I. PURPOSE

Take responsibility for the store with the purpose of leading the team through what we refer to as the 5 P's: People, Profit, Product, Presentation and PARADISE. Lead by example through motivation, support, and communication and with the ultimate goal of providing an exceptional and rewarding lifestyle experience for both internal and external guests.

II. KEY RESULT AREAS

People: Create a learning and nurturing environment for all Retail Team Members that promotes sales and service success, and internal career growth.

In partnership with Store Management:

- Embrace strategies to increase qualified applicants. Participate in hiring, development, and mentoring store team.
- Minimize employee turnover rates by focusing on taking time to effectively orient new employees, set clear performance expectations, train, coach, and give constructive performance feedback on a consistent basis.
- Identify and implement strategies to improve productivity.
- Implement company learning/training programs, follow-up and monitor performance to ensure transfer of learned skills on-the-job as needed.
- Build strong sales and service relationships with guests through inspiring and motivating the team into action. Set the tone, pace, and consistently role model key sales and service behaviors with every team member creating an optimal guest purchase experience.
- Consistently cultivate an environment of open, authentic dialog with store team, regional and home office partners.
- Practice proactive performance management to ensure adherence to employment policies and procedures
- Assist employees with career development strategies to improve employee retention and to build bench strength.

Profit: Drive profitability and promote an entrepreneurial spirit in all aspects of store operations while remaining brand appropriate.

In partnership with Store Management:

- Manage individual store expenses ensuring budgetary compliance as requested.
- Achieve sales plan through efficient planning, execution, and business analysis.
- Ensure consistent execution of Company policies and procedures
- Develop/streamline store processes.
- Manage daily payroll hours to budgeted payroll percentage.

- Proactively manage all aspects of loss prevention to ensure the protection of company assets including cash, merchandise, and company property.
- Incorporate and administer applicable safety programs for the store, employees, and guests.
- Follow MOD program expectations to enhance guest service, increase sales and maximize productivity of staff on each shift.

Product: Support the direction of the brand through merchandise assortments appropriate to store market and promote the use of Product Knowledge as a tool to enhance employee productivity, sales, and service levels.

In partnership with Store Management:

- Analyze the business to provide specific weekly store trends, assortment needs, and guest feedback to merchant team.
- Embrace brand direction by integrating product knowledge education and fashion direction with the store team on a daily basis.
- Be a strong ambassador of the brand by personally representing the season's trends and key items for the business

Presentation: Communicate the Tommy Bahama lifestyle through brand execution, both visual and experiential.

In partnership with Store Management:

- Ensure merchandising and visual standards are executed and sales maximized while maintaining brand philosophy and direction.
- Ensure employee appearance appropriately reflects the Tommy Bahama brand image.
- Manage upkeep of physical store in partnership with Store Manager and Facilities Manager.

PARADISE: Responsible for embracing, articulating, and reflecting the Tommy Bahama Culture.

- Influence the store team to embrace, articulate, and reflect the PARADISE Core Values.
- Demonstrate the Tommy Bahama PARADISE Core Values in all business decisions and actions.
- Commit to maintain the culture through the evolution of the business.

Other duties as assigned.

III. POSITION DIMENSIONS

A. **Scope, Complexity and Judgment Required**

Integrity, vision, creativity, adaptability, value partnerships, hospitality, business savvy, assertiveness, resiliency, and promoter of change.

B. **Skills Required**

Strong leadership skills, interpersonal skills, verbal and written communication skills, listening skills, ability to check for understanding after direction is given, strong organization skills, ability to multi-task, talented director of internal and external guest relations, team builder, basic math skills, computer skills (Microsoft Office,) proven track record of increasing experience and responsibility.

C. **Decision-Making Authority**

Makes decisions over store team in partnership with Store Management.

D. **Supervision Received**

Supervised by Store Management. Receives feedback from all appropriate partners.

E. **Supervision Exercised**

Retail Store Team (stock coordinator, floor merchandiser, and sales associates.)

F. **Principal Relationships/Key Contacts**

Store Team
Regional Management
Retail Operations
Merchant Teams
Finance team
Human Resources

IV. POSITION SPECIFICATIONS

Experience and Education

College Degree in Business or related field preferred.
2+ years retail experience
Management team supervision experience preferred.
Exposure to Retail Merchandising concepts
Exposure to Retail Visual concepts

Schedule Requirements

Ability to work varied hours and days including nights, weekends, and holidays as needed.
Ability to intermittently travel approximately 20% of the time for training and to cover shifts in other stores.

Physical Requirements:

0-24% 25-49% 50-74% 75-100%

Seeing: • Must be able to see well enough to read small print including but not limited to memos, manuals, reports, garment/product labels and tags, and computer screens, etc. • Must be able to match or detect differences between colors, including shades of color and brightness, and patterns.				X
Hearing: • Must be able to hear well enough to understand and communicate with employees, guests, vendors, etc. face-to-face and over the telephone.				X
Speaking: • Must be able to verbally communicate information and ideas through words and sentences so others will understand (speak clearly.)				X
Standing/Walking/Mobility: • Must be able to stand/walk for extended periods of time. • Must be able to repeatedly bend, stoop, stretch, turn, or reach out with your body, arms, and/or legs while carrying objects.				X
Climbing/Stooping/Kneeling: • Must be able to climb stairs repeatedly carrying at least 50 pounds. • Must be able to stoop and bend for general maintenance and product upkeep of the store. • Must be capable of climbing ladders and using step stools.			X	
Lifting/Pulling/Pushing: • Must be able to lift at least 50 pounds without assistance. • Must be able to walk to push/pull a vacuum, cart, etc. • Must be able to exert maximum muscle force to lift, pull, push, or carry objects without assistance.			X	
Fingering/Grasping/Feeling: • Must be able to write (complete and sign paperwork.) • Must be able to make fast, simple, repeated, and/or coordinated movements of the fingers, hands and wrists including but not limited to using a computer keyboard, using a computer mouse, counting currency, wrapping packages, folding and steaming garments, stocking shelves and displays, etc.				X
Exposure to various cleaning chemicals.	X			

Tools & Technology

Including, but not limited to:

- Point-of-Sale (POS) system/terminal
- Bar code reader equipment
- Magnetic card reader equipment
- Manual credit card documentation & authorization equipment
- Telephone
- Desktop computer
- Printers/photocopier/fax machine
- Internet and Intranet browser application and data query
- Time clock equipment
- Safe controls
- Garment steamer
- Alarm activation/deactivation
- Door locks and knobs
- Ladders and step stools
- Miscellaneous hand tools including but not limited to screwdriver, hammer, tape measure, etc.
- Miscellaneous sewing implements including but not limited to needle, thread, etc.
- Trash and recycling receptacles and equipment
- Rolling racks, carts, shelving systems, and merchandise fixtures