

COSTUMER SERVICE SUPERVISOR

Your Dollar Store with More is seeking a reliable and motivated Full-Time Customer Service Supervisor to join our team. The Supervisor is responsible for overseeing daily store operations, providing leadership and direction to staff, ensuring excellent customer service, and supporting merchandising, inventory management, cash handling, and administrative functions. This role requires strong organizational and communication skills, the ability to work effectively in a fast-paced retail environment, and a commitment to maintaining a safe, efficient, and customer-focused store.

Responsibilities:

- Open and close the store following established procedures, including alarm operation, lighting, till setup, and final security checks.
- Supervise daily store operations and provide leadership and direction to staff during shifts.
- Train and assist new employees with store procedures, customer service, and operational tasks.
- Coordinate daily workflow priorities and communicate operational updates with management and staff.
- Work collaboratively with supervisors, clerks, and management to ensure efficient store operations and customer satisfaction.
- Stock shelves, replenish merchandise, and ensure products are properly organized and displayed.
- Perform product lining, facing, and merchandising to maintain a clean and visually appealing sales floor.
- Assist with seasonal product setup, promotional displays, and planogram changes.
- Conduct price checks, price scanning, label printing, and shelf tag updates.

- Operate cash registers and provide customer service support as required.
- Perform till counts and assist with cash handling procedures.
- Operate and maintain self-checkout systems, and POS equipment.
- Prepare bank deposits and complete daily sales and balancing reports.
- Assist with ATM reports, cash replenishment, and basic financial reconciliation tasks.
- Process product orders and maintain inventory levels for assigned departments and vendors.
- Receive deliveries, unload merchandise, organize pallets, and manage back-room inventory storage.
- Maintain back-room organization and ensure stock is stored safely and efficiently.
- Lift, move, and handle merchandise, pallets, and supplies safely while following workplace safety procedures
- Enter invoices, purchase orders, product information, and daily operational data into store systems and spreadsheets.
- Support QuickBooks entries and other administrative recordkeeping duties as assigned.
- Monitor health and safety practices and report workplace hazards or maintenance concerns.
- Perform general housekeeping duties, including sweeping, mopping, garbage disposal, and cutting boxes.
- Assist customers with inquiries, product locations and issue resolution in a professional manner.

Qualifications and Skills:

- High school diploma or equivalent required; post-secondary education in business, retail, or a related field is an asset
- 1–2 years of experience in a retail or produce environment preferred, with excellent customer service abilities.

- Ability to work in a team environment, with excellent organizational, leadership and time management skills.
- Basic computer proficiency for scheduling and inventory management tasks.
- Availability for flexible shifts, including evenings, weekends, and holidays.

Terms of Employment: Permanent Full-time (40 hours/week)

Positions: 1

Hourly Rate: \$21.00 – \$25.00 per hour (based on experience)

Benefits: After completing the 3-month probationary period, employees are enrolled in our Group Benefits which include Medical & Dental Benefits, Long Term Disability, Employee Assistance Program, Maple Program and access to our staff only gym. Additionally, employees receive a 20% discount at Your Dollar Store with More and a 10% discount at Fresh Market Foods. After 1 year of employment, employees are eligible to enroll in our Group RRSP program.

Location of Work: 26 Alcona Drive, Sioux Lookout, ON

Language of Work: English (**French is considered an asset**)

Start Date: ASAP

Closing Date: Open Until Filled

Submit your resume to:

Liz Ward, Human Resources Manager

Email: [**jobs@freshmarketfoods.ca**](mailto:jobs@freshmarketfoods.ca)