

**BENCHMARK**  
***Community Retail***  
***Supervisor***

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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CLASSIFICATION GRID: 7

BENCHMARK TITLE: COMMUNITY RETAIL SUPERVISOR

BENCHMARK NUMBER: 85203

JOB FAMILY: MISCELLANEOUS

**SCOPE AND LEVEL DEFINITION**

Oversees the daily operation of a community retail store by performing duties such as maintaining pricing and inventory control systems, and performing supervisory record keeping and accounting duties. May supervise community retail staff.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Maintains pricing and inventory control systems for a retail store by performing duties such as preparing inventory records, determining retail prices, and performing inventory counts of store items.
2. Performs supervisory record keeping and accounting duties such as verifying, compiling, and balancing sales records for specified accounting periods (e.g., daily, weekly, monthly), identifying and investigating anomalies, preparing floats, monitoring expenditures, and making bank deposits.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Performs purchasing duties such as reviewing inventory, determining requirements, contacting suppliers, obtaining costing information, determining purchase volume, and ordering as required, in accordance with policy.
5. Makes arrangements for picking up donated items. Prepares donated items for sale by pricing, rotating stock, and displaying. Disposes of items as required.
6. Provides direction to volunteers, and monitors and assists as required.
7. Serves customers by performing duties such as assisting in the selection of items, and providing information.
8. Performs cashier duties such as operating a cash register, collecting payments, providing change and receipts, and bagging items.
9. Arranges for cleaning and maintenance of store areas, stock, and equipment. Performs cleaning duties as required.

10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Basic bookkeeping course
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to handle cash and make change
- Ability to supervise