SEPHORA

Store Supervisor
Job Description

MISSION:
Create an addictive experience for our clients, ensuring a sale in accordance with the DNA and the SEPHORA ATTITUDE and meeting the objectives set. Provide support for the Store Manager in managing the shop/area and team, with the goal of maintaining Sephora standards; ensure the point of sale's profitability and sales, and customer satisfaction.

RESPONSIBILITIES:
Client experience:
·   Welcome, listen to, understand, shape and satisfy client needs.
·   Win the client's loyalty.
·   Floor Management to guarantee an addictive experience for our clients.
·   Provide support for the Store Manager in analysing results and proposing action plans.
·   Provide support to subordinates in difficult situations with
clients.
Sales:
·   Collaborate in achieving sales objectives.
·   Apply the sales policies and techniques established at the Sephora University.
·   Provide support for the Store Manager, analysing the results achieved during your shift and proposing action
plans.
Operations:
·   Apply the policies and procedures.
·   Contribute to the shop's projection of an excellent image.
Business:
·   Provide support for the Store Manager.
·   Identify and analyse deviations and their causes, and propose action
plans.

People:

·   Collaborate with the Store Manager to evaluate, develop/train personnel, detect talent and obtain team commitment.

·   Help the Store Manager understand the reasons behind team rotation.

Know how:

·   Project an exceptional image and body language in accordance with the guidelines set by Sephora.

·   Attend all the training sessions indicated and planned by Sephora University.

·   Know and respect the policies, procedures and guidelines. Possess self-control and set an example.

REPORTS TO: Store Manager

Desired Skills and Experience

INTERNAL RELATIONS: Store team (Store Manager, Specialist, Beauty Advisors), Regional Manager, headquarters, international visitors.

EXTERNAL RELATIONS: Clients, promoters, brands, security team.

Other specific skills: People oriented, Digital orientation, Analytic skills

Education: Mid-level education

Computer knowledge, Microsoft Office user

Experience: 3-5 years of customer service (1-2 years of team management)

English is compulsory.