



Job Description

Though our staff is made up of unique individuals, we only function at our best when we work together. Cultivating a team environment is achieved through respect for coworkers, customers and oneself. We encourage every staff member to contribute and apply the best of their individual skills and knowledge to their jobs and take pride in their work. This job description is to provide structure for your position, to communicate what is expected from you.

Sales Floor Manager: The Sales Floor Manager provides support to the CEO with the daily operation and management of MOD GEN's front of house sales floor. The Manager works closely with sales staff in support of all sales floor operations and customer relations. The Manager sets the tone for all staff, with high energy and strong customer engagement.

Hourly Salary: \$19 to \$21

Full Time: 40 hours per week

Schedule: Wednesday, Thursday, Friday, Saturday & Sunday

Benefits: 2 weeks paid time off, 24 hours paid sick time, store discount

Required Qualifications

1 year retail sales and store management experience in a specialty retail environment.

Effective communication, organization, and leadership skills

Proven ability to motivate and influence others through personal actions and examples.

Job Tasks:

Operations:

Assist GM with hiring and evaluation of sales floor staff. Conduct monthly one on one staff check-ins.

Daily management of sales floor staff.

Staff training.

Create and manage staff schedule including time off requests, sick days, absences.

Act as primary contact when staff is running late or calling out for a shift.

Enforce MOD GEN policies set forth in employee handbook.

Assist with maintenance and support of a positive inclusive work environment.

Assess and coordinate daily workflow. Ensuring projects are delegated and completed in an appropriate timeframe.

Order shop office supplies.

Troubleshoot technology issues. Handle Lightspeed outages, POS disruption.

Consult GM for store closures due to weather, staff shortages or other emergencies.

Maintain a professional, friendly, clean, and safe work environment.

Customer Service & Sales:

Provide customer service, process sales, and complete potting projects when needed.

Act as the lead for customer conflict resolution.

Maintain customer service standard, setting high bar of customer engagement for all staff.

Handle Business to Business and Trade discounted retail sales accounts.

Upkeep of sales floor displays, making sure staff is keeping floor clean and stocked.

Create and maintain appropriate point of sale and directional signage.

Administrative

Manage Team email account.

Assist in capturing photos and videos for social media.

Monitor daily wrap-up reports from Leads and report any important incidents to GM.

Assist with bank deposits and maintain backup cash and coin supply.

Assist with inventory management and year-end physical inventory.