

JOB DESCRIPTION

STUDENT SUPERVISOR - SUBtext

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. Provides quality customer service and staff support, and delegates tasks to SUBtext Attendants.

ORGANIZATIONAL RELATIONSHIP:

1. Reports and is responsible to the SUBtext Manager but under the overall authority of the Executive Director

ORGANIZATIONAL BACKGROUND:

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.

DUTIES:

1. Complete store opening and closing procedures.
2. Supervise staff and maintain and demonstrate punctuality, exemplary work performance, and a high level of customer service.
3. Assist the Manager in hiring and training new staff.
4. Ensure the overall security of the store, including cash and inventory.
5. Assist the Manager with the day to day financial and administrative tasks, including receiving product orders.
6. Proactively supervise workflow and delegate tasks, including inventory management and merchandising.
7. Ensure compliance with UVSS, SUBtext, and WorkSafe BC policies.
8. Support relevant staff in navigating conflict and difficult and/or elevated customer interactions.
9. Ensure that SUBtext is a safer space, in collaboration with the Manager.
10. Proactively inform the Manager or Executive Director about any relevant problems or other noteworthy issues.
11. Other related duties as assigned by the SUBtext Manager or Executive Director.

QUALIFICATIONS:

Required:

1. Must be an active member in good standing of the University of Victoria Students' Society (a current undergraduate student).
2. One-year of experience in a bookstore or similar retail environment.
3. Minimum of one year's supervisor experience.
4. Six-months of cash handling and/or Point of Sale (POS) experience.
5. Commitment to a high standard of customer service.
6. Ability to work independently unsupervised and as part of a team.
7. Effective communication and interpersonal skills.
8. Strong attention to detail, organizational, prioritization and problem-solving skills.
9. Must be punctual and reliable.

Preferred:

1. Experience in the consignment process and sales.

This is a student job and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.