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## SUPERVISOR JOB DESCRIPTION

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### OVERVIEW

The **Supervisor** is the initial step into leadership, in The Juice Standard store. As is the role of a FOH Bee, the **Supervisor** is on the ground floor executing assignments, and dealing directly with customers. They are an expert on The Juice Standard product, as well as a go to juiceologist that ensures our customers receive the best possible service and sales experience. The Supervisor at all times should set the best example of all duties and responsibilities, and develop FOH Bees to execute their role as well.

As a member of the Leadership Team, a Supervisor, is responsible for ensuring execution of the day to day operations of the store, and execute the roles and responsibilities of the SSL (Service & Sales Leader).

As an employee, and developing leader, within the Retail Division, the Supervisor will be required to be actively involved with developing **people**, managing **product**, and controlling **profit**. Furthermore, within those areas, the Supervisor will be expected to exhibit the characteristics necessary to demonstrate their ability to be an inspiring **leader**, effective **administrator**, and Strategic **entrepreneur**.

### SCHEDULE

The Supervisor is a Full Time FLEX employee who is eligible to receive up to 40 hours of work each week, and be available to work at least 32 hours each week. Though a Supervisor is eligible for full time work, the work schedule and hours are not guaranteed, and may fluctuate to reflect the needs of the business, or performance of the individual.

Supervisors are required to have a flexible availability which allows them to work nights, weekends (FRI – SUN), holidays, and overtime if needed.

Additionally, the Supervisor will receive a generous Employee Discount on product and merchandise sold by The Juice Standard.

Currently the Supervisor is eligible for health, medical, dental insurance offered by the company after 60 days of employment.

### EXPECTATIONS

All employees of The Juice Standard are expected to follow all policies & procedures outlined in the **Employee Handbook**.

As a member of the Store Leadership team, the Supervisor is required to follow and execute the **Leaders Code of Conduct**.

The Supervisor will be expected to perform, at a higher than average level, the tasks, operations, and procedures associated with the following The Juice Standard store operations positions:

- FOH BEE

In addition, the Supervisor will be expected to perform, at a higher than average level, the tasks, operations, and procedures associated with being a member of the store leadership team, which include:

## **PEOPLE**

- Administration
  - Complete daily store sales tracking paperwork
  - Complete Daily S.T.A.N.D.A.R.D.S. Coaching Cards for FOH Associates
- Leadership
  - Personally exhibit the highest standards for service & salesmanship
  - Ensure all customers are receiving the highest level of service & salesmanship
  - Coach & develop FOH BEEs to execute the service & sales model
  - Provide sales metrics to FOH BEEs during shifts
  - Educate FOH Associates about events, promotions, and the culture of the Health & Wellness industry
  - Deal with customer feedback in a professional and appropriate manner
  - Demonstrate an ability to communicate Progressive Disciplinary needs as required
- Entrepreneurship
  - Train & develop FOH BEEs to execute established salesmanship strategies

## **PRODUCT**

- Administration
  - Ensure HACCP Logs are completed, monitored, and appropriate corrective action addressed
  - Ensure inventory sheets are completed
  - Communicate information for submission into the monthly Safety & Maintenance reports

- Leadership
  - Inform, Educate, and ensure FOH BEEs understand the TJS product line, & ingredients
  - Maintain an extensive knowledgeable about the TJS product line, & ingredients
  - Ensure Visual Merchandising standards are executed
  - Conduct weekly Business Overview Walk Through with executive leadership, for assigned department
  - Fully understand the SNHD Health Inspection process, and what may cause demerits
  - Ensure store location is cleaned, and well maintained at all times
  - Ensure product is being tasted daily to ensure quality meets company standards
- Entrepreneurship
  - Ensure Store is effectively merchandised and stocked
  - Gather feedback from FOH BEEs and customers about the product
  - Assist in the transferring of product to eliminate waste, and increase inventory of top selling items
  - Communicate with management with a sense of urgency when product is out of stock or if other problems arise

## **PROFIT**

- Administration
  - Compile daily reports, and closing paperwork
  - Ensure all Cash Handling logs & forms are being executed according to company SOPs
- Leadership
  - Ensure steps of service are being adhered to when processing POS transactions
  - Ensure company established Cash Handling Policies are being flawlessly executed
  - Enforce company procedures to eliminate internal shrink
- Entrepreneurship
  - Enforce the execute of established loss prevention strategies within the store

# REQUIREMENTS

## GENERAL

Before being considered for the role of a Supervisor, individuals must meet the following eligibility requirements:

- At least 18 years of age at time of hire date, and able to provide proof of age
- Be a legal US Citizen, permanent resident, or provide proof of authorization to work
- Have involvement with, an interest in, or desire to learn about Health & Wellness
- Have reliable transportation
- Be able to work a flexible schedule (including nights & weekends)
- Be available to work at least 32 hours, and up to 40+ hours per week
- Possess leadership, coaching, and development capabilities
- Successfully pass a drug test and background screening

## TECHNOLOGY

In order to fulfill the responsibilities associated with being an effective Supervisor, individuals must be able to use at a higher than normal capacity the following technology and software:

- Microsoft Office word processor, spreadsheet, and database software
- Multi-line / multi-function telephone, copier, & multi-function printer
- Point-of-Sale system
- ADP online scheduling & Time Keeping system
- Alarm Code keypad
- Armored Safe keypad

## EDUCATION

In order to fulfill the responsibilities associated with being an effective Supervisor, individuals must possess a high school diploma or GED.

Some formal education beyond the primary level (K-12<sup>th</sup> grade) is **highly** desirable.

## CERTIFICATIONS

As required by both local regulation, and company policy, Supervisors will be required to obtain, and maintain current, the following licenses and certifications, at their own expense:

SNHD Manager Food Handler Card  
\*Nevada TAM Card

ServSafe Food Protection Manager Certification  
\*Sherriff's Card

**\*Only required for locations serving alcohol, and / or located in a NV Gaming Establishment.**

**NOTE: Some or all of the above listed certifications may be paid for or reimbursed by The Juice Standard, once the certifications have been received, and associated exams are passed.**

**EXPERIENCE**

In order to ensure successful execution of the expectations as a Supervisor, individuals must provide verifiable experience demonstrating the following:

- At least 12 months' current food & beverage experience **OR**
- At least 6 months' current food & beverage leadership experience **OR**
- An equivalent combination of F&B and leadership experience **OR**
- Successfully completing 90 days as a FOH Associate with The Juice Standard