



Retail Supervisor

Join Our Team in Far North Queensland!

Are you an enthusiastic professional ready to make an impactful appearance in the dynamic realm of retail management? The CaPTA Group is actively seeking a dedicated Retail Supervisor to fortify our team, focusing on a spectrum of retail and volunteer program responsibilities.

Responsibilities:

- **Deliver Exceptional Customer Service:** Ensure that customers receive prompt service and quality goods and services including the volunteer and internship programs, addressing inquiries and complaints efficiently.
- **Lead and Develop Staff:** Plan and prepare work schedules, assign staff duties, interview, hire, train, evaluate, dismiss, and promote staff, and resolve staff grievances.
- **Manage Sales Procedures:** Instruct staff on handling complex sales procedures and examine returned goods to decide on appropriate action.
- **Inventory Control:** Take inventory of goods for sale, order new stock, and ensure goods and services are correctly priced and displayed.
- **Enforce Safety and Security:** Maintain a safe environment by enforcing safety and security procedures.
- **Meticulous Record Management:** Maintain accurate and up-to-date employee and Volunteer records in compliance with industry standards and legal requirements.
- **Additional Services and Programs:** Spearhead the coordination of our international volunteer program and other special services from Marketing, bookings and logistics for all volunteers, interns and work placements.
- **Administrative Duties:** Perform and maintain all administrative procedures, ensuring effective communication and adherence to company policies.
- **Promote Training and Development:** Complete training as per the training plan, promote product knowledge, and ensure legislative compliance with relevant acts and regulations.
- **Foster Team Collaboration:** Promote teamwork within the CaPTA Group and collaborate effectively with other departments, including senior management.
- **Implement Sustainability Practices:** Promote and implement sustainability practices in the workplace in conjunction with management direction.

Qualifications:

- **Essential Experience:** Prior hands-on experience in retail and supervisory roles is imperative.
- **Critical Office Administration Skills:** Profound expertise in office administration practices is fundamental.
- **Exceptional Organisational Acumen:** A keen eye for detail coupled with outstanding organisational abilities.
- **Regional Expertise:** In-depth familiarity with the tourism industry in Far North Queensland is indispensable.
- **Communication Skills:** Excellent written and verbal communication skills.
- **A Collaborative Team Player:** Thrives in a collaborative environment, fostering teamwork and synergy among colleagues.

Requirements:

- Must be available to work over a 7-day roster.
- Must have a Queensland Manual Drivers Licence.

CaPTA Group is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Annual Salary: \$65,835 Location: Port Douglas and Cairns

If you're exhilarated by this opportunity, please forward your detailed resume and a compelling cover letter highlighting your suitability for the role to hr@capta.com.au