

Just the Job

Information Sheet

Job title – Team Leader

Job description

Team Leaders are 'middle' managers, responsible for different areas within the store.

Service Team Leader - responsible for managing Checkouts and Service desk and ensuring our staff deliver great customer service;

Sales Team Leader – responsible for maintaining a high standard of merchandising and presentation on our trading floor so our customers have a pleasant shopping experience

Nightfill Team Leader – responsible for recovering, restocking and merchandising the store (after trading hours);

All Team Leaders are also responsible for management of team members in their function, staff recruitment, induction and training.

Qualifications required

None, although a certificate or diploma qualification in Retail, Customer Service or Business can be useful.

Career path

Once you have been a Team Leader for a while and have gained experience across all three functions, you could move into an Assistant Store Manager role where you are responsible for running the store alongside the Store Manager. You could also move into more specialised areas such as Merchandising, Marketing and Customer Service.

Salary range

Team Leaders can earn upwards of \$40,000.

How to increase the chances of successfully entering this industry

Retail and customer service experience provide solid foundation for a career in Retail Management. More importantly, good time management skills, leadership capability, merchandising skills, problem solving and attention to detail will help you enter and perform successfully at this level.

Other places to source information about this job

www.thewarehousecareers.co.nz