

Job Description



Night Shift Lead

Position Description and Essential Functions

The Night Shift Lead serves as an extension of the Store Director, assisting in planning, implementation, and management of store policies and procedures, as well as employee management. This position will fill the vacancy of the Store Director in his/her absence. Though this position is designated to a night shift schedule, he/she may be asked to fill the daytime shift of the Store Director.

Job Requirements

- Work closely with department leads to carry out any department projects or assistance that needs additional help. Utilize and direct on-duty staff to stay productive, maintain efficiencies, and assist in the store as needed.
- Ensure employees are following policies and procedures. Policies and procedures are to ensure a compliant, high quality, and safe working environment; meeting the requirements and expectations of government agencies, employees, and guests. This includes enforcement of the dress code policy and employees reporting to work as scheduled, as well as guest service by on-duty employees.
- Conduct nightly Huddle Ups with employees and communicate important information between the Store Director and the second shift employees
- Provide conflict management, without bias, with on-duty employees, as necessary
- Provide excellent guest service. Handle all guest complaints in an appropriate, timely, and documented (if required) manner
- Maintain a neat, well-groomed personal appearance
- Assist with the weekly schedule of store personnel
- Serve as the back-up to the Pricing Coordinator
- Ensure stockers are receiving and stocking product in a safe and efficient manner, including effective rotation of product

Reports to Store Director

* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives changes, so too may the duties.