

## Job Description



**Job Title:** Night Shift Lead  
**Department:** Center Store  
**Company:** Crossroads Market  
**Reports To:** Center Store Manager  
**Status:** Full-Time, Non-Exempt  
**# Direct Reports:** 0

### Summary

The Night Shift Lead serves as an extension of the Front-End Lead and other Leaders/Managers across the store, assisting in planning, implementation, and management of store policies and procedures, as well as training and onboarding of cashiers and other associates. Though this position is designated to a night shift schedule, he/she may will be scheduled as available with at least one weekend day per week.

### Job Requirements

- Assists store managers with supervision of store team during afternoon and evenings.
  - Assisting in hiring and leading the training of all cashiers and stockers for pm shifts.
  - Coaching associates in an effective and constructive manner.
  - Maintains and promotes a positive work attitude and environment.
  - Oversee reviews of their team members.
  - Provide conflict management, without bias, with on-duty employees, as necessary.
- Conduct nightly Huddle Ups with employees and communicate important information between the Store Manager, Front End Lead, and the second shift employees.
- 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.
- Provide excellent guest service. Handle all guest complaints in an appropriate, timely, and documented (if required) manner.
- Exercises good judgment, successfully resolves customer issues and leads team to do the same.
- Assists cashiers with difficult transactions including voids, return and overrides. Responsible for keeping cashier and customer areas clean, organized, and stocked with necessary supplies (bags, receipt paper, etc.).
- Opens and/or closes front end. Oversees and assists opening and closing procedures and runs appropriate reports.
- Encourage customer participation in any limited initiatives (Halloween coloring contest, Coats for Kids donations, etc.).
- Answers and directs customer inquiries on the phone and in person.
- Monitors work email multiple times per day, responding timely and effectively.
- Assumes the Manager on Duty responsibilities as needed.

## Job Description



- Responsible for the store operation and on-duty personnel.
- Cross-trained to minimum and basic department functions of all departments.
- Embraces and supports the FLASH mission and performs safe practices in the workplace.
- Any and all other duties as assigned.

### MINIMUM QUALIFICATIONS

- 2+ years of experience in cashier, cash handling, or relevant business operations.
- 2+ years of leadership experience.
- Proficient in Microsoft Office Suites (Word, Excel, Outlook) or other computer software.
- Comfortable working in a fast-paced environment.
- Attention to detail and problem-solving skills.
- Ability to improve processes for department efficiency.
- Excellent communication and organization skills; ability to prioritize workload, handle multiple tasks, meet deadlines, and work self-directed with a sense of urgency.
- Takes a customer focused approach to the needs of employees, customers, and clients.

### PHYSICAL REQUIREMENTS

Typical retail setting. Exerting up to 25+ pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. This job is very active and requires standing, walking, bending, kneeling, stooping, and crouching. Job will include repetitive movements, repetitive use of computer/office equipment and usage of hands to handle, control, or feel objects or tools.

### EEO STATEMENT

FLASH provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## Job Description



I have read and understand my roles and responsibilities. I can perform the duties and functions required as stated above.

---

Employee Name – please print

---

Employee Signature

---

Date