**JOB DESCRIPTION**

**Sales Department Head**

**Summary**

Along with the responsibilities of a Sales Associate (see Appendix I), Department Heads are over and above committed to Home Hardware’s service standards and fully aligned with Home Hardware’s values. The Sales Associate Department Head is responsible for maintaing the effective merchandising and sales strategy of their respective department.

**Core Competencies**

* Experience in management or supervision;
* Extensive Product knowledge;
* Customer service oriented;
* Welcoming, professional and attentive to the needs of our customers;
* Strong listening and communication skills;
* Proficient with computers, able to learn new software and processes;
* Mature, responsible with sound decision-making skills;
* Retail, sales or customer service experience is a must;
* Construction or home renovation knowledge.

**Job Responsibilities**

* Ensure that every customer experience exceeds the customer’s expectation;
* Ensure department is safe and tidy;
* Merchandise the department;
* Provide suggestions to Keyholder and GM on department improvements;
* Provide minor oversight to department employees.

This position reports to the **Store Manager** and **Assistant Store Manager**.

*\*\*We are committed to a diverse and inclusive workplace for all. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment and selection process.\*\**