

Department Supervisor Job Description

A comprehensive job description template
for Australian retail businesses

Business Name: _____

Department: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and retail industry practices at the time of publication. You should review and tailor this template to suit your business, retail type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Department Supervisor / Section Supervisor / Department Team Leader

1.2 Position Summary

A department supervisor is responsible for overseeing the daily operations of a specific department or section within a retail store. This role combines hands-on customer service with team leadership, stock management and achieving sales targets for the designated area.

The department supervisor acts as the link between frontline sales staff and store management, ensuring their department runs smoothly, staff are well-trained and customers receive excellent service. This position requires strong product knowledge, leadership capability and the ability to balance supervisory duties with operational tasks.

1.3 Reporting Structure

This position reports to:

- Store Manager
- Assistant Store Manager
- Floor Manager / Operations Manager

This position supervises:

- Sales Assistants within the department
- Casual staff allocated to the department
- Department-specific roles (e.g., merchandisers, stock handlers)

1.4 Employment Type

This position is typically offered as:

- Full-time permanent (38 hours per week)
- Part-time permanent (minimum 20 hours per week)

2. Key Responsibilities

2.1 Department Operations

- Oversee daily operations within the department ensuring smooth customer flow and service
- Ensure department opening and closing procedures are completed correctly
- Maintain department presentation standards throughout trading hours
- Monitor and manage stock levels on the sales floor
- Ensure price tickets, signage and promotional displays are accurate and current

- Coordinate with other departments and store management for smooth store operations
- Handle operational issues and escalate appropriately when needed

2.2 Team Supervision

- Lead, motivate and support department team members during shifts
- Train new staff on department procedures, product knowledge and service standards
- Delegate tasks and monitor completion to ensure department runs efficiently
- Provide regular feedback and coaching to improve team performance
- Assist with rostering and ensure adequate coverage for the department
- Address minor performance issues and escalate serious matters to management
- Foster a positive team environment and lead by example

2.3 Sales Performance

- Drive sales within the department to achieve targets and KPIs
- Monitor department sales performance and identify opportunities for improvement
- Implement strategies and promotions to maximise department revenue
- Coach team members on sales techniques and add-on selling
- Analyse sales data and customer feedback to inform merchandising decisions
- Report on department performance to store management

2.4 Stock Management

- Manage department inventory levels to optimise sales and minimise excess stock
- Process deliveries and ensure stock is merchandised promptly
- Conduct regular stock counts and investigate discrepancies
- Implement loss prevention measures within the department
- Manage markdowns, transfers and returns according to company procedures
- Ensure stockroom organisation and stock rotation within the department

2.5 Visual Merchandising

- Maintain department visual standards aligned with brand guidelines
- Execute merchandising plans and promotional setups
- Ensure products are displayed attractively and logically for customers
- Monitor competitor activity and provide feedback on merchandising opportunities
- Maintain cleanliness and tidiness of department fixtures and displays

2.6 Customer Service

- Deliver excellent customer service and act as a product expert for the department
- Handle customer enquiries, complaints and returns within authority level

- Escalate complex customer issues to management as appropriate
- Train and coach team members on customer service excellence
- Monitor customer service delivery within the department and address issues
- Build relationships with regular customers to drive loyalty and repeat business

3. Required Skills and Attributes

3.1 Essential Skills

Product Expertise

Strong knowledge of products within the department category. Ability to explain features and benefits, make recommendations and answer technical questions. Understanding of product trends, seasonality and customer preferences in the category.

Leadership Ability

Capability to guide, motivate and develop team members. Experience delegating tasks, providing feedback and maintaining team morale. Ability to lead by example while balancing supervisory duties with hands-on work.

Communication Skills

Clear and effective communication with team members, customers and management. Ability to give constructive feedback, handle difficult conversations and represent the department in store meetings.

Commercial Awareness

Understanding of sales drivers and how to influence department performance. Awareness of margins, promotional effectiveness and competitor activity. Ability to analyse sales data and identify opportunities.

Problem-Solving

Quick thinking to resolve customer issues, operational challenges and staff concerns. Ability to make decisions within authority level and know when to escalate matters to management.

Organisational Skills

Ability to manage multiple priorities including team supervision, stock management, customer service and administrative tasks. Attention to detail in maintaining accurate records and department standards.

3.2 Personal Attributes

- Enthusiasm for retail and the specific product category
- Professional presentation and positive attitude
- Reliability and strong work ethic
- Initiative and willingness to take ownership of department outcomes
- Flexibility to adapt to changing priorities and business needs
- Resilience under pressure during busy trading periods
- Team-oriented mindset with ability to work collaboratively
- Customer-focused approach to all aspects of the role

4. Qualifications and Requirements

4.1 Required Qualifications and Experience

- Retail experience (1-3 years) with strong product knowledge in the relevant category
- Demonstrated leadership capability or experience training/guiding others
- Track record of achieving sales targets and delivering excellent customer service
- Understanding of stock management, merchandising and retail operations
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)

4.2 Desirable Qualifications

- Certificate III or IV in Retail Operations or Retail Management
- Previous supervisory or team leader experience
- Experience with retail POS systems and inventory management software
- First Aid certificate
- Experience in the specific retail sector (fashion, electronics, homewares, etc.)

4.3 Key Competencies

The successful candidate will demonstrate strong product expertise, natural leadership ability, excellent customer service skills and commercial awareness. They will be organised, proactive and capable of balancing supervisory responsibilities with hands-on operational work.

5. Working Conditions

5.1 Performance Expectations

- Responsibility for department sales performance and contribution to store targets
- Accountability for department stock accuracy and shrinkage control
- Maintaining team service standards and customer satisfaction within the department
- Meeting visual merchandising and presentation standards

5.2 Hours of Work

- Working retail trading hours which may include weekends, evenings and public holidays
- Flexibility to adjust schedule for stocktakes, promotions or merchandising changes
- Presence required during peak trading periods and department-specific busy times
- Rostered hours in accordance with the General Retail Industry Award

5.3 Physical Requirements

- Standing for extended periods during shifts
- Lifting and moving stock within safe handling limits

- Physically maintaining department presentation including displays and fixtures
- Moving around the department floor to assist customers and supervise team

5.4 Work Environment

- Retail store environment with high customer interaction
- Fast-paced during peak trading periods
- Balancing supervisory duties with customer-facing responsibilities
- Working as part of broader store team while leading department team

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the General Retail Industry Award 2020 (MA000004). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in retail businesses.

6.2 Classification Level

Department supervisors typically fall under Level 4-5 classifications within the General Retail Industry Award:

- Level 4: Employees with trade qualifications or supervisory responsibilities over 2-3 employees
- Level 5: Employees supervising Level 1-4 employees with advanced skills and greater autonomy

The specific classification level will be determined based on the scope of supervision, complexity of the department and level of autonomy in the role.

6.3 Penalty Rates and Conditions

Department supervisors are entitled to:

- Penalty rates for work performed on Saturdays, Sundays and public holidays
- Overtime payments for hours worked beyond ordinary hours
- Break entitlements as per the award requirements
- Personal leave, annual leave and other entitlements as per the National Employment Standards

Refer to the General Retail Industry Award 2020 for current rates and conditions applicable to supervisor classifications.

7. Expected Behaviours

7.1 Leadership and Professionalism

- Lead by example in customer service, work ethic and professional conduct
- Maintain a positive, solution-focused approach when facing challenges
- Treat all team members fairly and support their development
- Represent the company positively in all customer interactions

- Take ownership of department outcomes and performance

7.2 Team Collaboration

- Work cooperatively with other department supervisors and store management
- Share knowledge and best practices with colleagues
- Support store-wide initiatives and assist other departments when needed
- Communicate openly and constructively with all team members
- Contribute to a positive, inclusive workplace culture

7.3 Customer Focus

- Prioritise customer needs and deliver excellent service at all times
- Handle customer complaints professionally and seek positive resolutions
- Use product knowledge to assist customers in making informed decisions
- Build rapport with regular customers to encourage loyalty
- Train team members to deliver consistent, high-quality customer service

7.4 Compliance and Integrity

- Follow all company policies, procedures and workplace health and safety requirements
- Handle cash, stock and customer information with integrity
- Report any concerns or potential issues to management promptly
- Maintain confidentiality regarding business information and staff matters
- Ensure team compliance with company standards and legal requirements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting retail and supervisory experience
- Cover letter addressing relevant skills and interest in the department
- Contact details for two professional referees

8.2 Selection Process

The selection process will include:

- Initial screening of applications against position requirements
- Interview with store management to assess skills and fit
- Possible second interview or practical assessment
- Reference checks with previous employers

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____