

Floor Supervisor Job Description

A comprehensive job description template
for Australian retail businesses

Business Name: _____

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, store 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

Floor Supervisor / Shift Supervisor / Team Leader

1.2 Position Summary

A floor supervisor is a supervisory role responsible for overseeing floor operations during shifts, coordinating staff activities, ensuring customer service standards and maintaining store presentation. Floor supervisors serve as the operational leaders when senior management is not present.

The position requires leadership skills, strong customer service abilities, operational knowledge and the capacity to make sound decisions under pressure while supporting team members and maintaining store standards.

1.3 Reporting Structure

This position reports to:

- Store Manager / Assistant Manager
- Department Manager (in larger stores)
- Area Manager (for operational matters)

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours with supervisory shifts)
- Full-time (38 hours per week)
- Casual (variable hours based on business needs, with supervisory premium)

2. Key Responsibilities

2.1 Staff Supervision

- Supervising floor staff during shifts, ensuring team members are productive and supported
- Delegating tasks effectively based on team member strengths and capabilities
- Providing guidance and coaching to team members throughout the shift
- Monitoring staff performance and addressing issues promptly
- Leading by example and maintaining professional standards
- Conducting shift briefings and communicating priorities
- Supporting new team members during their training period

2.2 Customer Service Leadership

- Ensuring customer service standards are maintained across the floor

- Handling complex customer enquiries and escalations professionally
- Resolving customer complaints diplomatically and effectively
- Monitoring customer flow and adjusting staff deployment accordingly
- Coaching team members on customer service excellence
- Creating a positive shopping environment for customers

2.3 Store Presentation

- Maintaining visual merchandising standards throughout the shift
- Ensuring displays are tidy, well-stocked and meet brand guidelines
- Verifying signage is current, accurate and correctly positioned
- Conducting regular floor walks to identify presentation issues
- Coordinating restocking and replenishment activities
- Ensuring the store meets health, safety and cleanliness standards

2.4 Break Coordination

- Coordinating staff breaks to ensure adequate floor coverage is maintained
- Managing shift handovers and ensuring smooth transitions
- Ensuring compliance with award break requirements
- Adjusting break schedules based on customer traffic and operational needs
- Communicating break schedules clearly to all team members

2.5 Sales Support

- Supporting sales targets by coaching team members on selling techniques
- Identifying sales opportunities and leading by example during customer interactions
- Promoting current sales, promotions and product features to the team
- Monitoring sales performance during the shift
- Motivating team members to achieve individual and team targets
- Providing product knowledge and information to staff and customers

2.6 Operational Tasks

- Performing opening or closing procedures as required
- Supervising cash handling procedures and ensuring compliance
- Completing incident reports for accidents, theft or other issues
- Escalating operational issues to management promptly
- Monitoring stock levels and communicating replenishment needs
- Ensuring security procedures are followed (alarms, key management, etc.)
- Completing shift reports and handover documentation

3. Required Skills and Attributes

3.1 Essential Skills

Leadership

Ability to guide and motivate team members effectively. Leading by example through professional conduct and work ethic. Delegating tasks appropriately and empowering team members. Providing clear direction and support during busy periods.

Communication

Clear and professional communication with staff, customers and management. Active listening skills. Ability to provide constructive feedback. Effective briefing and instruction delivery.

Problem-Solving

Quick thinking under pressure and ability to make sound decisions. Resolving conflicts between team members or with customers. Identifying issues proactively and implementing solutions. Knowing when to escalate matters to management.

Customer Service Excellence

High personal customer service standards and ability to model best practice. Diplomatic handling of escalations and complaints. Understanding customer needs and ensuring satisfaction. Creating positive customer experiences.

Delegation

Effective task allocation based on team member capabilities and workload. Understanding individual team member strengths and development areas. Balancing workload fairly across the team.

Composure

Maintaining professionalism during busy periods and challenging situations. Handling pressure calmly without becoming flustered. Remaining positive and solution-focused when issues arise.

3.2 Personal Attributes

- Professional appearance and personal presentation
- Positive attitude and ability to motivate others
- Reliability and strong punctuality, particularly for opening/closing duties
- Flexibility to work varied shifts including weekends, evenings and peak periods
- Physical stamina to stand and walk for extended periods
- Integrity and trustworthiness, particularly regarding cash handling
- Proactive approach to identifying and resolving issues
- Commitment to continuous improvement and learning

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Retail experience, typically 1-2 years minimum
- Ability to work a flexible roster including weekends, public holidays and peak periods
- Proven reliability and punctuality record

4.2 Desirable Qualifications

- Previous supervisory or team leader experience in retail
- Certificate III in Retail or Certificate IV in Retail Management
- First aid certificate
- Experience with POS systems and retail technology
- Responsible Service of Alcohol (RSA) if applicable to store type
- Experience in the specific retail sector (fashion, grocery, electronics, etc.)

4.3 Experience

Candidates should have solid retail experience and demonstrate the ability to work independently and make sound decisions. Previous supervisory experience is highly desirable but not essential for candidates who show strong leadership potential and can demonstrate relevant skills through their retail experience.

5. Working Conditions

5.1 Hours of Work

- Shifts may include opening or closing duties
- Regular work on weekends and public holidays (when store is open)
- Peak trading periods including sales events, holidays and special promotions
- Shift lengths typically range from 4 to 8 hours
- Evening shifts may be required depending on store trading hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Responsible for floor operations and staff coordination during shift
- Standing and walking for extended periods throughout shifts
- May need to cover various departments depending on store needs
- Lifting and moving stock and fixtures (typically up to 15-20kg)
- Fast-paced environment requiring quick decision-making
- Manual tasks including stock replenishment and merchandising

5.3 Work Environment

- Indoor retail environment with climate control
- High customer interaction throughout shifts

- Background music and typical retail noise levels
- Collaboration with team members across departments
- Use of technology including POS systems, handhelds and communication devices
- Varied tasks requiring movement throughout the store

5.4 Uniform and Presentation

- Company uniform or dress code as specified (typically provided)
- Professional and neat personal appearance required
- Closed-toe, non-slip footwear with adequate support
- Name badge or identification to be worn during shifts
- Adherence to grooming standards in line with company policy
- Supervisor identification (if applicable) to be worn

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. Employers should refer to the current award for specific rates and conditions.

6.2 Classification Level

Floor supervisors are generally classified under the General Retail Industry Award as:

- Level 4: Employees with limited supervisory duties, coordinating a small team during shifts
- Level 5: Employees with broader supervisory responsibilities, including opening/closing duties and more extensive team coordination

The specific classification level will be determined based on the scope of supervisory duties, decision-making authority and the level of responsibility during shifts.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies (or alternative day off)
- Early morning or late evening: May attract allowances depending on hours

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the General Retail Industry Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business operations and employee information
- Follow all company policies, procedures and ethical standards
- Represent the company positively and professionally at all times
- Arrive on time for scheduled shifts, particularly for opening/closing duties
- Notify management of absence or lateness as early as possible

7.2 Service Standards

- Model excellent customer service and set the standard for the team
- Ensure all customer interactions are handled professionally and efficiently
- Anticipate and respond to customer needs proactively
- Handle complaints and difficult situations with diplomacy and professionalism
- Maintain product knowledge and stay informed about promotions and policies
- Create a welcoming and positive shopping environment

7.3 Leadership Standards

- Lead by example through conduct, work ethic and customer service
- Provide clear direction and support to team members
- Give constructive feedback to help team members improve
- Recognise and acknowledge good performance
- Address performance or conduct issues promptly and appropriately
- Maintain team morale and motivation during challenging periods

7.4 Operational Excellence

- Maintain high standards of store presentation throughout shifts
- Ensure compliance with all operational procedures and guidelines
- Monitor and manage stock levels and communicate needs
- Complete all required documentation and reporting accurately
- Identify opportunities for improvement and share suggestions with management
- Ensure workplace health and safety standards are maintained

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting retail and any supervisory experience
- Cover letter outlining leadership qualities and availability
- Copies of relevant certificates (retail qualifications, first aid, RSA, etc.)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview to discuss experience and availability
- In-person interview to assess leadership and customer service skills
- Practical assessment or trial shift to observe supervisory capabilities
- 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: ____ / ____ / ____