

Retail Team Leader 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, 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

Retail Team Leader / Retail Supervisor / Shift Supervisor

1.2 Position Summary

A retail team leader is a supervisory role responsible for leading sales teams, achieving sales targets, training staff and ensuring smooth store operations. The role bridges frontline sales with management, requiring both strong customer service skills and leadership capabilities.

The position requires the ability to supervise and direct team members, manage shift operations, handle customer escalations and maintain high standards of customer service and store presentation. Team leaders take ownership of shift performance and act as the manager on duty.

1.3 Reporting Structure

This position reports to:

- Store Manager / Assistant Manager
- Retail Operations Manager
- Area Manager (in multi-site operations)

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours)
- Full-time (38 hours per week)
- Casual (variable hours with supervisory responsibilities)

2. Key Responsibilities

2.1 Team Supervision

- Supervise and direct retail staff during shifts, allocating tasks and managing workload distribution
- Manage team member breaks and meal periods in accordance with award requirements
- Ensure team productivity and performance standards are met throughout the shift
- Monitor team member performance and provide on-the-spot coaching and feedback
- Make decisions on staffing adjustments based on customer traffic and business needs
- Lead team briefings at the start of shifts to communicate priorities and targets

2.2 Sales Targets

- Achieve daily and weekly sales targets, taking ownership of shift performance
- Monitor team performance against KPIs including sales, conversion rates and average transaction value

- Identify opportunities to drive sales through product recommendations, upselling and cross-selling
- Lead by example in delivering exceptional customer service and sales results
- Analyse sales data and adjust team approach to maximise performance
- Motivate team members to achieve individual and team sales goals

2.3 Staff Training

- Train new team members on products, systems, procedures and customer service standards
- Coach existing staff on sales techniques, product knowledge and service excellence
- Provide constructive performance feedback to team members
- Identify training needs and communicate these to management
- Support onboarding of new employees and ensure they understand store procedures
- Share best practices and sales techniques with the team

2.4 Opening and Closing

- Responsibility for store opening procedures including security, alarm systems and cash float preparation
- Execute store closing procedures including cashing up, banking and securing premises
- Conduct opening and closing checklists to ensure all procedures are followed
- Cash handling accountability including till reconciliation and variance reporting
- Prepare banking and secure cash in accordance with security procedures
- Ensure store is ready for trading or properly secured at close of business

2.5 Customer Escalations

- Handle customer complaints and escalations professionally and efficiently
- Resolve customer issues using problem-solving skills and empathy
- Make decisions on refunds, exchanges or discounts within delegated authority limits
- De-escalate difficult situations and maintain positive customer relationships
- Know when to escalate issues to senior management
- Document significant customer incidents and resolutions

2.6 Store Operations

- Maintain visual merchandising standards and ensure store presentation meets company guidelines
- Monitor stock levels and communicate reordering needs to management
- Ensure store cleanliness and housekeeping standards are maintained throughout shifts
- Implement promotional activities and seasonal campaigns effectively
- Complete daily operational tasks including stocktakes, price changes and product displays
- Ensure compliance with workplace health and safety requirements

3. Required Skills and Attributes

3.1 Essential Skills

Leadership

Ability to lead by example and set the tone for the team. Confidence to supervise and direct team members. Capability to make decisions under pressure. Taking ownership and accountability for shift performance.

Team Motivation

Motivating and engaging team members to achieve targets. Creating positive energy on the sales floor. Recognising and celebrating good performance. Building team morale and cohesion.

Delegation

Effective delegation of tasks based on team member strengths and development needs. Clear communication of expectations. Following up to ensure tasks are completed to standard.

Conflict Resolution

Managing team conflicts professionally. Handling difficult conversations with tact. Mediating disagreements between team members. Maintaining professional relationships despite challenges.

Sales Coaching

Coaching team members on sales techniques and product knowledge. Demonstrating effective sales approaches. Providing constructive feedback to improve performance. Identifying and developing sales talent.

Accountability

Takes ownership of shift performance and outcomes. Follows through on commitments. Accepts responsibility for team results. Reports issues and concerns promptly to management.

3.2 Personal Attributes

- Professional and confident demeanour that inspires team respect
- Strong communication skills with ability to give clear direction
- Problem-solving mindset and ability to think on your feet
- Reliability and punctuality, setting the example for the team
- Flexibility to work varied shifts including weekends and peak periods
- Resilience under pressure and ability to maintain composure during challenges
- Customer-focused approach balanced with commercial awareness
- Integrity in handling cash, stock and confidential information

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Retail experience (minimum 1-2 years)

- Ability to work a flexible roster including weekends, public holidays and peak retail periods

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 retail POS systems and inventory management
- Demonstrated ability to achieve sales targets

4.3 Experience

Candidates should have proven retail experience with demonstrated capability in customer service and sales. Previous supervisory experience is highly desirable but not essential for candidates who show strong leadership potential and ability to step up to greater responsibility.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including opening, mid-shifts and closing
- Regular work on weekends and public holidays
- Peak retail periods including sales events, holiday seasons and promotional periods
- Shift lengths typically range from 6 to 8 hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Working in a fast-paced retail environment during peak periods
- Lifting and carrying stock, fixtures and supplies as required
- Repetitive movements including reaching, bending and handling merchandise
- Manual dexterity for operating POS systems and handling products

5.3 Work Environment

- Retail store environment with customer interaction throughout the day
- Responsibility for store opening and closing procedures
- Cash handling and reconciliation accountability
- Managing multiple priorities in fast-paced environment
- Dealing with difficult customers and resolving escalations
- Training and coaching team members during shifts
- Compliance with uniform and grooming standards

5.4 Uniform and Presentation

- Uniform or dress code as specified by the retailer (typically provided)
- Professional and neat personal appearance required
- Closed-toe footwear appropriate for retail environment
- Name badge to be worn at all times
- Adherence to company grooming and presentation standards

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 the retail industry. Employers should refer to the current award provisions for specific entitlements.

6.2 Classification Level

Retail team leaders are typically classified at Level 4 or above under the General Retail Industry Award, recognising supervisory responsibilities and delegated authority:

- Level 4: Retail employee with supervisory or co-ordination responsibilities over other employees
- Level 5: Retail employee with more advanced supervisory responsibilities or specialised skills

The specific classification level will be determined based on the duties performed, level of authority delegated and the experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type and classification)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Evening work: May attract allowances depending on finish time

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, team members and managers with respect and courtesy
- Maintain confidentiality regarding business information, sales data and staff matters
- Follow all company policies, procedures and code of conduct

- Represent the business positively at all times
- Arrive on time for scheduled shifts, ready to lead the team
- Communicate proactively with management regarding any issues or concerns

7.2 Leadership Standards

- Lead by example in all aspects of customer service and sales
- Set clear expectations for team members and hold them accountable
- Provide regular feedback and recognition to team members
- Make fair and consistent decisions when supervising staff
- Support team members to develop their skills and capabilities
- Escalate serious performance or conduct issues to management appropriately

7.3 Service Excellence

- Maintain exceptional standards of customer service across the team
- Anticipate customer needs and exceed expectations
- Handle complaints with professionalism and seek win-win resolutions
- Ensure consistent service standards are maintained throughout shifts
- Build customer loyalty through memorable shopping experiences

7.4 Commercial Focus

- Take ownership of shift sales performance and drive results
- Identify and capitalise on sales opportunities
- Monitor and manage shrinkage, waste and controllable costs
- Implement promotional activities effectively to maximise impact
- Balance customer service with commercial objectives

8. Application Process

8.1 How to Apply

Interested candidates should submit:

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

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview

- In-person interview with management
- Practical assessment or paid trial shift to evaluate leadership and sales skills
- 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: ____ / ____ / ____