

PARAGON CASINO RESORT

Job Description

RETAIL LEAD

Department:	Retail	Reports to:	Retail Operations Manager
Job Code:	LED024	License:	Gaming
Position Code:	LED05	Costing:	460 4610 4601
Pay Grade:	N4	Date:	12/12/19
EEO-1 Code:	4		

SUMMARY:

Responsible for promoting Paragon Casino Resort's standards of exceptional guest service and satisfaction through: daily supervision, coaching, mentoring, visual merchandising and maintaining all aspects of Retail Service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Facilitates the flow of information and continued coaching and learning by administering a Pre-Shift to every Associate throughout the work day.
- Ensures that all Guest Service and Sales standards are being achieved by: effectively and timely coaching, managing by being present in the store, leading by example and participating in guest interactions, salesmanship role-play and constant mentoring.
- Responsible for taking every new hire through all four stages of Paragon Retail Sales Associate Training.
- Drives sales by setting daily goals and monitoring Hourly Sales Trackers. Follows up with Associate goals and addresses shortcoming with coaching and salesmanship training.
- Ensures that all stores, storage areas and work areas are neat, clean and well organized to provide our guests with quick and efficient service. Ensures that all stockroom areas are neat, clean and organized to ensure the safety of our team members.
- Assists the Retail Inventory Control Coordinator with the daily processing of received freight and coordinates with the Receiving Department to resolve problems related to shipping and receiving.
- Responds to all guest needs, especially complaints by effectively utilizing communication and guest service skills. Creatively solves challenges in the Retail stores in a calm, prompt and courteous manner at all times.
- Completes routine checks and inspections of merchandise to ensure quality, freshness and pricing accuracy. Assists the Retail Inventory Control Coordinator with monitoring stock levels to avoid "out of stock" situations.
- Maintains, coaches, teaches and upholds the visual merchandising standards of each store.

- Provides excellent guest service related assistance to Retail Associates while they are assisting guests with product selection, handling exchanges and redeeming complementary and PPC related purchases.
- Assists Retail Associates with any and all tasks they are having difficulty completing, followed by a coaching and learning session.
- Responsible for the administering and follow-up on all daily and weekly maintenance checklists and task completion.
- Administers weekly Shift Evaluations and recommends Associates who need to have “One on One” evaluations with Retail Management.
- Perform other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY REQUIREMENTS:

Directly supervises the Associates in the Retail Department.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required. Four (4) years retail experience required, preferably in a casino or hotel.

Qualifications: Must possess excellent communication and organizational skills. Must possess the ability to manage, coach and train the Retail staff in job responsibilities, casino policy and procedure and day to day operations. Must have extensive working knowledge of a computerized Retail P.O.S. (point of sale) program. Must have intermediate to moderate computer skills with proficiency in Microsoft Word, Excel, and Outlook and be able to read and create spreadsheets. Must be able to operate a calculator, copy machine, fax machine and laser printer. Must have the ability and creativity to understand the needs of the business and be able to drive sales through coaching and setting goals. Must possess a positive attitude, outstanding phone etiquette, excellent interpersonal skills and problem solving skills. Must be able to assist inter-departmentally with the basic duties of the Retail Inventory Control Coordinator.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret documents, such as safety rules, operating and

maintenance instructions, and produce manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of company.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to perform these operations using units of American money.

Reasoning Ability: Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds, and occasionally required to lift and/or move up to fifty (50) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud. The casino environment is usually smoky.