

<b>TITLE:</b>	<b>JOB CODE(S):</b>	<b>PROFILE EFFECTIVE DATE:</b>
<b>Cashier Supervisor SVG 3</b>	<b>040812</b>	<b>3/11/2018</b>

**JOB PURPOSE:**

**Contributes to profitable sales growth by leading and engaging associates, delivering company checkout experience strategies and Omnichannel processes, and coaching associates on customer service**

**REPORTS TO:**

General Manager SVG 3

**KEY PARTNERSHIPS:**

Merchandise Supervisor, Operations Supervisor, and Human Resource Supervisor

**KEY RESPONSIBILITIES FOR THIS ROLE:**

- **Customer Service & Sales**
  - Greets and assists customers in finding products and partners with other team members when additional help is needed
  - Models for and holds team accountable for outstanding customer service; demonstrates WORTH behaviors consistently
  - Acts as the role model for the Manager on Duty program and expert on the Manager on Duty application on Mobile Warrior
  - Directs customer service activities throughout the store
  - Resolves customer issues and concerns in a professional manner
  - Actively and enthusiastically engages customers to support the company's Instant Credit Application Process (iCAP)
- **Cashier Performance**
  - Trains, mentors and coaches all cashier associates on checkout procedures to ensure WORTH behaviors are consistently exhibited
  - Regularly observes and ensures associates consistently follow and implement checkout experience processes
  - Monitors associate efficiency by utilizing Point of Sale productivity metrics
- **Line Management & Checkout Standards**
  - Proactively shifts resources to checkouts based on observed increase in store traffic and complexity of transaction
  - Utilizes Point of Sale on Mobile Warrior, Satellite Registers, and Expeditor Stations as a means of reducing wait times during peak traffic periods
  - Oversee maintenance, cleanliness, signing and organization of all checkout stations
  - Partner with Merchandise Supervisor to stock all Impulse Fixtures and merchandise according to plan
  - Identifies checkout supply needs in a timely manner to ensure replenishment orders are placed in accordance with delivery deadlines
- **Omnichannel**
  - Train, mentor and coach all associates at jcp.com Pickup location on processes and transaction procedures related to delivery and return of jcp.com orders
  - Train, mentor and coach all cashier associates & cross-train additional associates as needed to use Omni Order to quickly deliver online orders to customers
  - Manages all Ship from Store and Buy Online Pick Up In Store order processes in the prescribed time periods
  - Monitors Enterprise Fulfillment reporting and metrics and takes action as needed to resolve issues
  - Shares reporting and metrics results with team and uses information to motivate, coach, teach and train associates
  - Manages the jcp.com processes including jcp.com orders, aged and undelivered orders/returns, and supporting systems
- **Specialty Businesses**
  - Drives profitable sales growth in the Fine Jewelry, Appliance, Mattress, Window, and Furniture businesses by leading and engaging associates
  - Responsible for the completion of Specialty associates training on product knowledge and care/protection plans
  - Administers and manages the Productivity Standards Program processes to include recognition and coaching
  - Owns receiving, shipping and reverse logistics for specialty business merchandise
  - Manages the SET processes by planning floor moves and graphics placement, and executing visual detailing based on company guidance
  - Identifies sell-through opportunities and remerchandise the selling floor to increase rate of sale in specialty businesses
  - Oversees and maintains sales floor recovery processes to ensure a clean and organized store environment in specialty businesses
  - Responsible for the completion of all pricing and signing processes in specialty businesses
  - Oversees all Merchandise Transfer Out (MTO), Return to Vendor and Return to Warehouse activities in specialty businesses
  - Manages the Defective MTO (DMTO) process ensuring proper and timely execution of all DMTO's to ensure integrity of inventory and prevent shrink in specialty businesses
- **General Operations**
  - Manages annual inventory processes
  - Responsible for store equipment (i.e., registers, Mobile Warrior, etc.) and submit for depot as needed
  - Leads and maintains system and asset implementations and upgrades; ensure training on new systems and equipment
- **Team Development**
  - Responsible for the completion of Cashier and Specialty associate training and policy compliance
  - Consistently provides ongoing feedback and coaching to associates
  - Maintains notes / observations of each associate's strengths and opportunities
  - Takes action on performance and policy issues within the team
- **Performance Standards**
  - Supports company shrink and safety initiatives
  - Meets established performance standards for the role on a consistent basis, including (but not limited to) the company's iCAP program, product and service sales, customer service, profit, productivity, and attendance

# JCPenney POSITION PROFILE

## COMPETENCIES NEEDED TO PERFORM EFFECTIVELY IN THIS ROLE:

<b>RESULTS</b>	<ul style="list-style-type: none"> <li>• <b>Thinks Critically</b> – Develops sound conclusions based on analysis of data and deep understanding of the business/ customer; understands complex issues and makes sound decisions based on wisdom and experience; anticipates implications of decisions; finds solutions with minimal guidance</li> <li>• <b>Manages Execution</b> – Organizes, plans and manages projects/processes with simplicity and efficiency; partners with key stakeholders to align interests and remove roadblocks; consistently achieves successful outcomes within important deadlines</li> <li>• <b>Drives Performance</b> – Establishes challenging standards; inspires and holds self and others accountable to achieve results; provides feedback; gives visibility and recognition to others for mastering tasks and successful contributions</li> <li>• <b>Strategic Vision**</b> – Sets a purpose and outlines a future path for the organization; provides clear expectations and shares rationale behind decisions that are made; identifies strategies and objectives</li> </ul>
<b>OWNERSHIP</b>	<ul style="list-style-type: none"> <li>• <b>Demonstrates Accountability</b> – Honestly assesses self; acts with integrity; open to feedback; committed to continuous learning and growth; does what it takes to get the job done; makes necessary sacrifices; takes responsibility for actions and outcomes</li> <li>• <b>Service-Oriented</b> – Empathetically serves the needs of customers and associates; listens well; seeks to understand diverse points of view to help find the best solution or outcome; provides helpful assistance to others; pursues a high standard of performance</li> <li>• <b>Builds Relationships</b> – Develops positive &amp; inclusive relationships; establishes strong networks across the company; is understanding, approachable and considerate; shows respect for different styles, backgrounds, and perspectives; gives credit to others; is a team player; communicates effectively and tailors messages to audience</li> <li>• <b>Develops Talent**</b> – Builds a diverse and high performing team; differentiates performance based on individual associate successes and developmental opportunities; coaches and provides insights, feedback and stretch assignments to grow and improve talent; empowers team by delegating decision-making where possible to build skill and increase engagement; recognizes and rewards associates for outstanding effort; shows they care about their associates by discussing future opportunities and development plans</li> </ul>
<b>INTENSITY</b>	<ul style="list-style-type: none"> <li>• <b>Drives Change</b> Moves fast to make things happen with positive attitude; shows energy to implement within aggressive yet realistic deadlines; adapts quickly to changing situations; uses sound judgment; coaches others through change</li> <li>• <b>Takes Initiative</b> – Shows curiosity; strives toward continuous improvement and learning; takes action without being prompted; is motivated and resourceful in achieving successful results quickly</li> <li>• <b>Shows Courage</b> – Self confident; assertive with opinions; takes on challenging assignments; will stand up and do what's right even if decision is not popular; acts in accordance with beliefs despite criticism; deals with conflict quickly and positively</li> <li>• <b>Practices Candor**</b> – Tells it like it is; is frank and sincere in communications; is an approachable and unguarded leader; shares honest and constructive feedback with team; freely admits own mistakes</li> </ul>

\*\*Leadership Expectation