

JCPenney POSITION PROFILE

TITLE:	JOB CODE(S):	PROFILE EFFECTIVE DATE:
Operations Supervisor	040806	3/11/2018

JOB PURPOSE:

Contributes to profitable sales growth by driving store merchandise in-stocks, supervising and engaging Operations associates and driving the execution of operational tasks

REPORTS TO:

General Manager SVG 2 – 3
Assistant Manager of Merchandise Operations SVG 4 – 7

KEY PARTNERSHIPS:

Assistant Manager of Customer Experience, Assistant Manager of Human Resources, Merchandise Supervisor, Omnichannel Supervisor, Cashier Supervisor, and Specialty 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
 - Supports the Manager on Duty program
 - Directs customer service activities throughout the store
 - Resolves customer issues and concerns in a professional manner
- **door to floor / RFID / Inventory**
 - Assists with inventory counts and updates to ensure accurate in-stock information for customers
 - Oversees Radio Frequency Identification program and performs system uploads ensuring efficient and accurate updates to stock ledger
 - Leads door to floor merchandise preparation process; achieves productivity target by setting goals and monitoring pace of work
 - Provides guidance to Operations team to prepare merchandise in a timely manner
- **Pricing & Signing**
 - Manages and engages pricing and signing team and the promotional price signing process within the store
 - Manages the Operations team to complete price changes accurately and on time in order to maximize sales
 - Reviews Support Workload Tool to plan Pricing and Signing hours
 - Manages re-ticketing and re-packaging execution
 - Submits weights and measures audit results and addresses any noted issues
- **Stockroom Activities**
 - Oversees standards in stockroom areas to ensure a safe work environment and enables efficient execution of support processes
 - Owns receiving, shipping and reverse logistics for merchandise including partnerships with mail carriers (i.e., UPS, FedEx, etc.)
 - Oversees all Merchandise Transfer Out (MTO), Return to Vendor and Return to Warehouse activities
 - Manages the Defective MTO (DMTO) process ensuring proper and timely execution of all DMTO's to ensure integrity of inventory and prevent shrink
- **General Operations**
 - Responsible for the completion of Cash Office completion, including CASHMAN, as per company guidelines
 - Manages all equipment, facility repairs and maintenance
- **Team Development**
 - Responsible for the completion of Operations associate training and policy compliance
 - Consistently provides ongoing feedback and coaching with 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) product and service sales, customer service, profit, productivity, and attendance

COMPETENCIES NEEDED TO PERFORM EFFECTIVELY IN THIS ROLE:

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| RESULTS | <ul style="list-style-type: none"> • Thinks Critically – 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 • Manages Execution – 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 • Drives Performance – 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 • Strategic Vision** – 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 |
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OWNERSHIP	<ul style="list-style-type: none"> • Demonstrates Accountability – 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 • Service-Oriented – 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 • Builds Relationships – Develops positive & 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 • Develops Talent** – 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
INTENSITY	<ul style="list-style-type: none"> • Drives Change – 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 • Takes Initiative – Shows curiosity; strives toward continuous improvement and learning; takes action without being prompted; is motivated and resourceful in achieving successful results quickly • Shows Courage – 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 • Practices Candor** – 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

**Leadership Expectation