Department Head – Job Description

Title
Department Head

Reports To
Assistant Manager, Campers Village

Summary
The Department Head is responsible for becoming an expert in their area of service, and for building and maintaining customer relationships in order to increase sales of Campers Village products and services.

Competencies
- Customer Focus
- Communication
- Team Work
- Adaptability / Flexibility
- Energy & Stress Management
- Decision Making & Judgement
- Problem Solving
- Accountability & Dependability
- Leadership

Job Duties
- Provide customers with expert advice on products within the department
- Proactively build and maintain customer relationships
- Delegate tasks and ensure staff within the department are performing efficiently
- Approve returns and exchanges, and deal with warranty-related issues
- Handle change-orders and skims, and perform cash-out procedures when necessary
- Train and provide orientation for new staff within the department as required
- Attend product knowledge sessions as required
- Motivate staff and maintain a positive work environment
- Ensure that newly-received product is stocked in a timely manner

Requirements
- High school diploma is preferred
- Prior experience in a retail or customer service position
- Continual on-the-job learning is required
- First Aid training is an asset

Work Conditions
- Indoor retail setting; must work on feet for long periods of time
- Overtime may be required during busy periods
- Required to work occasional on/off-site promotional events, including evenings and weekends