

## Position Summary

AutoZone™s Full-Time Shift Supervisors assist the Store Manager with leading company initiatives and ensuring maximum productivity, training high performing AutoZoners in a safe environment, driving sales, controlling expenses and shrink, and remaining compliant with company procedures in accordance to AutoZone™s expectation. Shift Supervisors exceeds customer™s expectation by delivering a WOW! Customer shopping experience on assigned shifts by Living the Pledge every day.

## Position Responsibilities

- + Assists Store Manager with supervising, training and developing store personnel
- + Assumes responsibility for the store operation and commercial department in the Commercial Sales Manager and Store Manager™s absence, on assigned shifts
- + Assists with management of the Commercial and Hub Departments, (as applicable), to ensure commercial accounts and stores are serviced and deliveries are made as promised
- + Delegates and ensures store merchandising tasks are completed in a timely manner
- + Operates cash registers and follows established cash handling duties, including but not limited to deposits, petty cash and lane accountability
- + Ensures all company policies, and loss prevention procedures are followed
- + Utilizes ZNET to help customers locate merchandise or find suitable alternatives
- + Maintains a safe working environment while ensuring AutoZoners are implementing those practices including PPE (Personal Protective Equipment)
- + Monitors cash flow, inventory and security control
- + Maintains sales productivity, store appearance and merchandising standards
- + Conducts and reviews all opening and closing procedures
- + Manages emergency situations and conduct proper emergency procedures
- + Follows proper accident procedures
- + Provides feedback regarding AutoZoner performance to the store manager
- + Assists with monitoring and managing all activities related to Risk & Safety Management to maintain a safe work environment
- + Addresses customer concerns and resolves them with a goal of turning a complaint into a compliment
- + Processes returns and effectively manages inventory
- + Communicates AutoZoner issues and concerns to the Store Manager in a timely and confidential manner
- + Motivates AutoZoners to provide WOW! Customer Service, enhance productivity level and market products to enhance sales and profits

## Position Requirements

- + High School diploma or equivalent
- + ASE Certified preferred
- + Demonstrates high level of integrity
- + Excellent communication and decision making skills
- + Ability to drive customer service