

Job Description

The Shift Supervisor Trainee role is an entry-level, short-term role that prepares an employee to perform a higher-level supervisory role, such as Operations Supervisor or Shift Supervisor. The Shift Supervisor Trainee performs work as directed in order to prepare for future supervisory responsibilities, completes basic operations and management skills training, and also learns about key aspects of the business (e.g., building customer loyalty through exceptional service) and CVS/pharmacy culture.

Upon successful completion of the training program, Shift Supervisor Trainees are eligible to be considered for promotion to open Operations Supervisor or Shift Supervisor positions. These key leadership roles support the CVS Store Management team in driving store execution and performance while building consumer loyalty to CVS/pharmacy through a focus on excellent customer service. When there is no manager onsite, the Operations Supervisor or Shift Supervisor leads the store staff, ensures that store operations run smoothly, and is responsible for ensuring the completion of all opening and closing procedures.

Essential Functions:

1. Management

- Work effectively with store management and store crews - Supervise the store's crew through assigning, directing and following up of all activities - Effectively communicate information both to and from store management and crews
- 2. Customer Service - Assist customers with their questions, problems and complaints - Promote CVS customer service culture. (Greet, offer help, and thank) - Handle all customer relations issues in accordance with company policy and promote a positive shopping experience for all CVS customers - Maintain customer/patient confidentiality

Pay Range

The typical pay range for this role is:

Minimum: 16.00

Maximum: 19.50

This pay range represents the base hourly rate or base annual full-time salary for all positions in the job grade within which this position falls. The actual base salary offer will depend on a variety of factors including experience, education, geography and other relevant factors.

In addition to your compensation, enjoy the rewards of an organization that puts our heart into caring for our colleagues and our communities. The Company offers a full range of medical, dental, and vision benefits. Eligible employees may enroll in the Company's 401(k) retirement savings plan, and an Employee Stock Purchase Plan is also available for eligible employees. The Company provides a fully-paid term life insurance plan to eligible employees, and short-term and long term disability benefits. CVS Health also offers numerous well-being programs, education assistance, free development courses, a CVS store discount, and discount programs with participating partners. As for time off, Company employees enjoy Paid Time Off (PTO) or vacation pay, as well as paid holidays throughout the calendar year. Number of paid holidays, sick time and other time off are provided consistent with relevant state law and Company policies.

For more detailed information on available benefits, please visit

jobs.CVSHealth.com/benefits

Required Qualifications

Deductive reasoning ability, analytical skills and computer skills. Advanced communication skills. Ability to work a flexible schedule, including some early morning, overnight and weekend shifts, to work overtime as needed.

Preferred Qualifications

- + Experience in retail

Education

- + High school diploma or equivalent required

Business Overview

At CVS Health, we are joined in a common purpose: helping people on their path to better health. We are working to transform health care through innovations that make quality care more accessible, easier to use, less expensive and patient-focused. Working together and organizing around the individual, we are pioneering a new approach to total health that puts people at the heart.

We strive to promote and sustain a culture of diversity, inclusion and belonging every day. CVS Health is an equal opportunity and affirmative action employer. We do not discriminate in recruiting, hiring or promotion based on race, ethnicity, sex/gender, sexual orientation, gender identity or expression, age, disability or protected veteran status or on any other basis or characteristic prohibited by applicable federal, state, or local law. We proudly support and encourage people with military experience (active, veterans, reservists and National Guard) as well as military spouses to apply for CVS Health job opportunities.