

Example of Retail Support Job Description

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Our company is looking for a retail support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for retail support

- Network through traditional and progressive methods to identify and source passive talent (Talent+ Database, Social Networking, Career Fairs, Traditional Networking, Online Research, Job Boards, Diversity Initiatives)
 - Manage the overall scheduling process using a scheduling/workforce management tool to provide quality schedules to frontline
 - Responsible for maintaining, analyzing and addressing branch staffing levels and scheduling needs
 - Monitoring trends and performance around branch workforce management and identify any staffing gaps that needs to be addressed
 - Research, implement and optimize workforce staffing model or software to ensure people resources are appropriately dispersed
 - Manage and support the execution of Training Calendars including onboarding, new hire roundtables, and team member feedback
 - Develop, research, and track reporting on member escalations from the Retail Branch network
 - Responsible for overall performance reporting to the regions, and supporting the analysis of the reporting, trends, and areas of focus to lift performance
 - Provide Retail Branch Leadership support and administration on projects and initiatives that require in depth analysis and research
 - Act as a support to the VP and Directors in attending joint meetings to be able to assess feedback and impact
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- Partner with other business leaders on specific initiatives, projects, that impact the branch network
- Support the management of the budget process, monitoring of headcount and roles associated with each retail branch
- Organizes, collects and provides best practices across branch network that can be leveraged for overall success of others
- Bachelor's Degree in business or finance and 3-5 year experience in the financial services industry(credit union preferred)
- Prior experience in Branch Network related to staffing, operations, and member experience
- Strong written and verbal communication skills with the ability to effectively communicate with internal team members and staff, other business leaders within the organization