

JOB OPENING ANNOUNCEMENT

Job Title: Shift Supervisor

Report To: Store Manager/Assist Manager

Department: Marketplace

Job Vacancy: YAN-25-81

Status: Full-Time; Non-Exempt

Starting Wage: \$19.00 per hour

Opening Date: 07/14/2025

Closing Date: Open Until Filled

POSITION DESCRIPTION:

Supervises and coordinates activities of workers engaged in receiving cash or credit card payment for merchandise or serves and keeping records of funds received in the retail establishments or places of public accommodation by performing the following duties:

QUALIFICATIONS:

- Perform this job successfully, and individual must be able to perform each essential duty satisfactorily.
- Education and/or Experience: three to six months related experience and /or training; and experience.
- Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Mathematical Skills: Ability to calculate figure and amounts; such as discounts, proportions, percentages.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variable in standardized situations.

- Computer Skills-Individual should have Word Processing and Order processing knowledge.
- Certificates, License, Registrations: Applicant must have or be able to obtain a Food Handling License. Applicant must reliable mode of transportation.
- Physical Demands: The physical demands described here are representative of those that must be met by and employee to successfully perform the essential functions of this job.

DUTIES AND RESPONSIBILITIES:

Include the following but limited to

- Performs cashiering and other clerical duties.
- Searches records to assist subordinates in locating and reconciling posting errors on customer invoices, verifies accuracy of transactions.
- Determines work procedures and expedites workflow.
- Issues oral instructions.
- Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.
- Improves efficiency of subordinates.

- Maintains harmony among workers and assists in resolving grievances.
- Adjusts errors and complaints.
- Estimates food costs, requisitions or purchases supplies.
- Confers with food preparation.
- Investigates and resolves food quality and service complaints.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees, carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include training employees; planning, assigning and directing work; addressing complaints and resolving problems.

- Competencies
- To perform the job successfully, an individual should demonstrate the following competencies:
- *Continuous Learning*-Seeks feedback to improve performance; pursues training and development opportunities; share expertise with others.
- *Job Knowledge*-Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keep abreast of current developments; requires minimal supervision.
- *Use of Technology*-Demonstrates required Skills
- *Customer Service*-Responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance.
- *Communications*-Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately and informed.
- *Cooperation*-Exhibits tact and consideration; offers assistance and support to co-workers.
- *Managing Customer Focus*-Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.
- *Oral Communication*-Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- *Adaptability*-Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays or unexpected events.
- *Personal Appearance*-Dresses appropriately for position; keeps self well groomed.
- *Attendance/Punctuality*-Is consistently at work and on time
- *Dependability*-Follows instructions, responds to management direction.
- *Innovation*-Displays original thinking and creativity.
- *Planning/Organizing*- Prioritizes and plans work activities; uses time efficiently.
- *Quality*-Demonstrates accuracy and thoroughness; monitors work to ensure quality.

Physical Requirements:

The position requires constant standing, bending and reaching with a moderate amount of manual dexterity. Frequent lifting of 1 to 5 pounds and occasional lifting of up to 40 – 50 pounds are required.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the environment is typical of an office setting. While performing the duties of this job the employee is required to sit; talk or hear; stand; walk; use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms.

How to apply: Please submit your resume and application to:

Yavapai-Apache Nation / Human Resources

2400 W. Datsi / Camp Verde, AZ 86322

P: 928-567-1062 / Fax: 928-567-1064

www.yavapai-apache.org

INDIAN PREFERENCE:

Preference will be given to qualified applicants who are members of federally recognized Indian tribes. To be considered for Indian Preference, you must submit your Certificate of Indian Blood (CIB) with your application.

**WILL BE REQUIRED TO PASS A PRE-EMPLOYMENT DRUG SCREEN AND
COMPLETE A BACKGROUND CHECK WHICH WILL INCLUDE
FINGERPRINTING**

