

Retail Store Shift Lead Job Description

Position Type: Seasonal late May through October

Experience Required: 1-2 years retail/customer service experience; job or community leadership experience preferred

Education: High school diploma or equivalent required

Position Overview

Lead our retail store team and help create exceptional shopping experiences for customers visiting Skelly's Farm Market! As a Retail Store Shift Lead, you'll supervise daily store operations including managing a team of 3-5 retail staff members, stocking produce and products, managing daily store cleaning, and ensure our customers receive outstanding service while shopping for fresh produce, baked goods, and farm products. This role offers hands-on leadership experience in a fast-paced retail environment with opportunities for growth and development.

Key Responsibilities

Daily Store Operations:

- Supervise, train, and coordinate retail staff team of 3-5 people per shift
- Open and/or close store following established procedures and checklists
- Provide breaks and help with in-store tasks through the shift, including plenty of customer-facing tasks
- Serve as the first contact for customer phone calls
- Daily stocking and displays of produce and other retail products
- Manage technical troubleshooting of checkout technology
- Oversee daily store cleanliness and maintenance of store and grounds
- Address customer service issues and staff questions throughout the shift
- Support staff development and provide constructive feedback
- Handle complex customer inquiries, complaints, and special requests
- Ensure all customers receive friendly, knowledgeable service about farm operations and products
- Process returns, exchanges, and special orders
- Provide product information about seasonal availability, preparation tips, and farm practices
- Assist customers with product selection and recommendations
- Occasional assistance in other areas of the farm

Qualifications & Skills

Required:

- High school diploma or equivalent
- 1-2 years of retail, customer service, hospitality, or people-facing experience
- Strong communication and interpersonal skills
- Strong ability to lead and teach staff
- Basic math skills for cash handling, pricing, and inventory management
- Basic computer and technology skills
- Physical ability to stand, walk, bend, and lift up to 60 pounds at times during shift
- Ability to work outdoors in various weather conditions (main store not climate controlled), especially during summer heat and cool fall days
- Availability to work weekends and flexible scheduling (most shifts fall somewhere in a 6am-7pm range), typically either mornings or afternoons

Additional Beneficial Skills (but not required):

- Leadership or supervisory experience
- Cash handling and retail management experience
- Experience with inventory management systems or Point of Sale systems

Work Schedule

- **Season:** Seasonal late May through October
- **Hours:** 25-45 hours per week, including weekends during peak season. Must have some weekend availability. Typical shifts vary by season but may include early morning restocking, mid-day customer service, or evening closing duties. Some flexibility available in which days are scheduled.

What We Offer

- Semi-flexible scheduling
- Competitive hourly wages (shift lead rate)
- Semi-outdoor and active work environment
- Opportunity to lead a team and carry responsibility
- Working in a family-friendly atmosphere among other friendly staff members
- Store-wide employee discounts
- Monthly homegrown produce stipends
- Employee discounts on farm products
- FREE leftover donuts and imperfect produce
- Potential for year-round employment and advancement opportunities

- Internship Credit (when applicable)