



# SAGINAW CHIPPEWA INDIAN TRIBE OF MICHIGAN

## POSITION DESCRIPTION

<b>OFFICIAL POSITION TITLE:</b>	<b>Retail Supervisor Intern</b>
<b>DEPARTMENT:</b>	<b>Ziibiwing Commercial Services</b>
<b>CLASSIFICATIONS:</b>	<b>Internship (non-paid)</b>
<b>REPORTS TO:</b>	<b>Chris Tata, Brenda Lehmkuhle</b>
<b>SUPERVISES:</b>	<b>Not Applicable</b>

### **POSITION SUMMARY:**

The Retail Supervisor Internship serves a dual purpose, giving the intern valuable experience, while lightening the workload of professionals by relieving them of transactional duties. A Retail Supervisor Intern who is with an employer for a significant amount of time or shows a strong degree of interest may be given an increasing amount of responsibility, sometimes autonomously managing retail supervisor projects or additional operational duties.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- ◇ Assists supervisors in handling all supervisory responsibilities. Hiring, recruiting, training and scheduling of all new employees.
- ◇ Will learn, follow, and enforce retail policies and procedures.
- ◇ Assists with projects, assignments directed by the Commercial Services Manager and Assistant Manager when applicable.
- ◇ The Retail Supervisor Intern will learn and eventually oversee, two different Point of Sales (POS) systems in all of the gift shops, (SECR, Gallery, Ziibiwing and the Slot Palace).
- ◇ Have basic understanding of ZCS web-store, NativeDirect.com
- ◇ Assists with ideas and implementation strategies to ensure successful store environment is created in all store locations.
- ◇ Ensuring that retail products are stocked, store displays are appealing and that front end team members are providing customer assistance concerning retail products.
- ◇ Responsible for responding to customer inquiries, orders, complaints and may help with purchases

### **Key Competencies**

Good communication skills, customer service orientated, patience, adaptable, stress tolerance, high energy level, and good integrity.

### **WORK ENVIRONMENT/SAFETY HAZARDS:**

Frequent use of hands, fingers as associated with computer use and handling of merchandise. Frequent standing and walking around the casino and resort. Exposure to smoke and high volumes of stress.

### **MINIMUM QUALIFICATIONS:**

To be considered for inclusion in a Retail Supervisor internship, a candidate must currently be enrolled as a Sophomore level college student or higher, in an accredited institution. Must be 18 years of age. Must demonstrate excellent interpersonal communication skills. Must have a keen understanding and respect of Anishinabek cultural and the mission of the Ziibiwing Cultural Center.

**PLEASE SUBMIT YOUR RESUME & COVER LETTER TO:**

**ZIIBIWING CENTER • C/O ZCS Assistant Manager • 6650 E. BROADWAY • MT. PLEASANT, MI 48858**