

Retail Sales Team Leader Job Description

- Mediate between sales team and management to address complaints and dissatisfaction from both parties
- Supervise sales associates and handle change requests by customers, as well as check that goods are in good condition
- Be acquainted with sales items and procedures in the department in order to provide accurate information to clients that can enhance sales transactions
- Develop sales strategies to reach new customers and also grab the attention of already existing ones to boost sales in the department
- Train members of the sales team in order to make them better sales associates
- Have a positive approach to sales strategies and motivate sales associates to keep their heads up in both good and bad moments in the sales department
- Supervise opening and closing of the store at the appropriate time.