

VACANCY NOTICE

Sales Supervisors

CTC-ARI Airports Ltd, the Company managing the Duty-Free Retail operation at Larnaca and Paphos International Airports, invites applications for Sales Supervisors, based at Larnaca International Airport.

Role

Effectively manage and motivate the sales team to deliver maximum sales and ensure that CTC-ARI Airports Ltd delivers an outstanding shopping experience every time.

Key Responsibilities

- Be aware of the daily shop targets by shift, communicate these to the sales team and give regular updates on performance re target throughout the shift
- Use the Real Time Sales information to understand areas of the shop that may be underperforming in relation to the shift target and implement relevant actions to drive sales
- Ensure that the sales professional team is well trained and implementing the relevant actions to drive sales
- Ensure that the sales team is delivering the highest standards in customer service and are approaching customers in a timely and professional manner aligned with goals
- Encourage the use of CTC-ARI sales tools along with other initiatives to drive sales and reach company targets
- Ensure that the targeted number of audits are completed and direct and develop the sales team to enable them to address any shortcomings and gaps in the results
- Articulate the company goals and objectives to the sales professionals, through regular briefings, in a practical and positive way
- Work closely with the Merchandising team to ensure regular checks on accuracy of labelling, shelf edge labels, security tagging, expiry dates etc., thereby minimizing potential challenges with customer service and satisfaction
- Ensure that the team is well trained and alert when using the cash register and that all relevant security and customs procedures are understood by everyone on the team and followed at all times
- Ensure consistency in your leadership style and approach by aligning with the CTC-ARI values
- Be a highly visible leader on the shop floor, consistently role modelling the correct behaviors in line with CTC-ARI values
- Provide ongoing motivational and developmental feedback to the team and to individuals within the team and proactively identify developmental opportunities.

Person Specification – Requirements of the Role

- Retail experience of at least 5 years
- Previous experience in a Supervisory role will be considered an advantage
- Very good command of both English and Greek languages
- Good Microsoft Office skills (Word, Excel, Power Point)
- Availability to work weekends and shifts
- Strong communicator
- Excellent leadership skills, ability to inspire confidence, encourage and motivate a team
- Sales driven individual with a real desire to reach targets
- Strong and pleasant personality, high integrity and sound judgement
- High sense of confidentiality and responsibility
- Planning, organization and coordination skills

Applications

Candidates may apply in writing by submitting an application letter, their Curriculum Vitae and supporting documents to hrd@ctcari.com. All applications will be treated in strict confidence and should reach us the latest by **10 February 2019**. For any further enquiries, please contact Mrs. Maria Andreou on 24-841400/24-841497.