



## **Team Leader - Job Description**

### **Team Leader Job Purpose:**

Leads a team of employees as directed by the manager. Communicates company goals, safety practices, and deadlines to the team. Motivates team members and assesses performance. Provides help to management, including training, and keeps management updated on team performance. Communicates concerns and policies among management and team members. Reports to Store Manager

### **Team Leader Job Duties:**

- Supports store manager and performs leadership duties when manager is absent or out of office
- Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary
- Uses company reports and provides encouragement with training and coaching to team members, including communicating team goals and identifying areas for new training or skill checks
- Assists management with new team member training
- Answers team member questions, be the first to help with team member problems, and oversees team member work for quality and guideline compliance
- Communicates deadlines and sales goals to team members as necessary
- Develops strategies to promote team member adherence to company regulations and performance goals
- Organizes and/or Conducts team meetings to update members on best practices and continues to communicate expectations
- Ensures company brand materials and physical working spaces meet and exceed company presentation standards
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints prior to escalating the manager

## **Team Leader Skills and Qualifications:**

Team Leadership Experience, Product Knowledge and Industry Experience, Leadership Skills, Strong Oral and Written Communication Skills, Motivational Skills, Results-Oriented, Employee Training Experience, Interviewing Skills, Sales Skills, Self-Motivation, Strong Relationship Building, Customer Service Skills

**Location:** Game-Set-Match Denver: 2480 S Colorado Blvd, Denver CO 80222

**Hours:** Full-Time

**Rate:** \$20-\$23/hr depending on experience

**Apply:** Email resume to [manager@gamesetmatchinc.com](mailto:manager@gamesetmatchinc.com)