Salinas Target: Guest Service Team Leader

Career Spot > Goals and Performance > Core Roles > Front End and Sales Floor Team Leader Core Role

Front End and Sales Floor Team Leader Core Role

Store Mission and Vision

Store Mission
Grow sales profitably by delivering an exceptional experience that amazes our guest.

Vision
One team, one strategy, one voice.

Team Leader Common Core Role

Be Your Best Self

- Be respectful and act with integrity.
- Be Fast, Fun and Friendly.
- Be accountable and continuously improve.
- Be Your Best Self.
- Be friendly, positive, helpful and team oriented; show respect for all team members and guests; be willing to learn new skills to help the store, the team and themselves.
- Own Fast, Fun, and Friendly team culture; build the kind of diverse and inclusive team that people want to be a part of.
- Ensure message boards are completed once daily and action items are completed as required.
- Respond to all back-up cashier requests and ensure team does the same (not AP, Healthcare or SFT).
- Complete required training, and cross-train to support business needs and team member development; hold team members accountable for completing position training.
- Champion personal leadership development using company tools and programs and actively seek feedback.
- Interpret corporate communication accurately, and provide clear direction to others; effectively execute and lead the team through new initiatives and change; partner with ETL for support if needed.
- Follow all meal period and rest break requirements.
- Deliver on amazing moments for team members and guests.
- Ensure team members comply with established dress guidelines, including name badge.
- Complete additional duties as needed or required.

Healthy Team Culture

- Plan for right person, right place, right time.
- Develop a talented team with a winning spirit.
- Foster an inclusive, diverse and safe culture.
- Create an environment of openness, trust and recognition.
- Help assess and select top talent at the hourly team member level.
- Actively participate in the performance management process, which includes recognizing, coaching, providing meaningful feedback, writing and delivering counseling and corrective actions, and writing and delivering performance reviews.
- Hold team member’s accountable for completing position training and follow up on and assessing training progress of new team members.
- Engage in following up and taking action on team commitments.
- Lead a compliance culture to mitigate legal risk, including adherence (self and team) to applicable meal and break guidelines.
- Lead a safe and secure culture focused on incident and injury prevention every day by encouraging safe behaviors through coaching and recognition, and by identifying, reporting, and responding to all safety concerns and trends in a timely manner.
- Contribute to a respectful Fast, Fun & Friendly atmosphere for all team members by placing importance on every day moments with the team.
Drive Profitable Sales

- Put the guest first.
- Build a sales culture.
- Superior execution through best practices
- Deliver on financial goals.
- Use all avenues to close the sale (e.g. Target.com, Target app and Flexible Fulfillment).
- Model, coach and recognize Vibe service behaviors using vibe tools and routines.
- Actively demonstrate and recognize the Vibe model: Engage+Educate+Sell to drive sales and guest loyalty.
- Champion new technology and processes to drive sales, incorporate digital routines into store culture.
- Control payroll by holding team members accountable to work their scheduled shifts.
- Supervise and coach the team to ensure excellent in-stocks with minimal outs.
- Lead the team to ensure merchandise is stocked, well zoned, set to planogram and remerchandising PTM areas to brand guidelines.
- Support the shortage-awareness culture; understand how operational procedures impact profitability; avoid shortcuts; promote theft and fraud prevention through guest service.
- Hold the team accountable for accurate pricing and current signing.
- Guarantee the interior and exterior of the store is neat and clean.
- Educate the team on how amazing moments drive profitability.
- Empower the team to make it right for the guest in order to drive guest loyalty.
- Place importance on each guest interaction and create amazing moments for guests and contribute to a welcoming and friendly atmosphere.
- Ensure team follows food freshness standards, product rotation (FIFO), no expired products, remove dented or damaged product, properly handle temperature-sensitive food items and ensure cleanliness to prevent pest infestation when handling food items.

Review the Team Member Handbook (Spanish version) and Business Conduct Guide (Spanish version).

Front End and Sales Floor Common Core Role

- Use company tools and reports to reduce out-of-stocks.
- Follow company guidelines for presentation and signing.
- Set up rainchecks and substitute items for ad merchandise that’s out of stock.
- Ensure ads and sales plans are set on time and maintained.

Position-Specific Core Role, If Applicable

**Guest Service Team Leader**

**Sales Floor Team Leader**

**Guest Service Team Leader**

- Respond to cashier alerts on the LPDA promptly.
- Train team members on how to deliver fast and friendly service: greet the guest, serve with care (accept coupons, bag correctly ) and thank the guest.
- Ensure cash office productivity is met or exceeded.
- Eliminate guest wait by being active and visible at the front lanes; resolve problems at all service areas within 60 seconds; respond to all alerts promptly.
- Ensure service areas are never above the maximum 1+1 standard of one guest being checked out and one guest waiting.
- Anticipate backup before it occurs and proactively call for additional assistance; coach team members to use the Add'l Assist button.
- Lead cashiers to speed and service excellence by setting high expectations; coach cashiers daily using the GSTL scorecard; hold weekly one-on-one coaching discussions and evaluate performance.
- Empower cashiers to accept coupons, ring no-barcode items, make reasonable price changes, fix mistakes without calling for supervisor assistance, call backup cashiers when lanes are not 1+1.
• Empower Guest Service Desk team members to use reasonable discretion to accept an exchange for a similar item, override the recommended refund, ad match a valid competitor’s ad for an identical single price-point item, make change, hold non-clearance items, use price inquiry and leverage call center for additional assistance.

• Ensure Guest Service Desk team members understand the Ad Match Policy and Return Policy and use the Guest Service Desk Reference Guide to validate procedures and best practices.

• Ensure Guest Service Desk team members are following return policies to return items for each guest; resolve guest questions, problems and complaints in a fast, friendly and courteous manner.

• Supervise cart attendant to ensure carts and baskets are full, hangers, stray and garbage are emptied, carry outs are completed in 60 seconds, restroom is clean, parking lot, walkways and entrance are clean and spills are cleaned promptly.

• Maintain ad board, policy board and state licenses according to guidelines.

• Communicate to Sales Audit and follow up on issues regarding procedural errors on the front lanes.

• Monitor bag expense and usage by pulling the Front and Sales and Service report.

• Achieve REDcard conversion goals by coaching team members to follow the register prompts; are knowledgeable about REDcard benefits and communicate the REDcard benefits to encourage guests to apply or use a REDcard account.

• Ensure all colored coupon printers are stocked with paper and ink and cashiers are delivering coupons to the guest.

• Ensure team understands how to properly return an item that a guest is dissatisfied with.

• (Photo kiosk-only stores): To be in stock, ensure photo consumable supplies are being scanned through POS and supplies are stocked as needed.

• For stores with IGS; bring gift registry kits and scanners to guests at the registry kiosk, answer all phone calls and accommodate requests for the use of the PA system and monitor the photo lab outside of lab operating hours (call for back up to service guests as needed).

Sales Floor Team Leader

• Supervise, train and coach sales floor team members on service and presentation expectations.

• Drive in-stocks by ensuring both regular and sale merchandise is pulled and stocked from the backroom to keep the sales floor full.

• Ensure ads are set on time, accurately and maintained.

• Ensure team members are available and provide service in specialty areas.

• Own bike building process; ensure bikes are built safely and timely and repairs are completed on all guest returns.

• Verify dated products are rotated when stocking; remove all expired product from the floor.

• Supervise sales floor team members to ensure abandoned merchandise is restocked and damaged and rewrap merchandise is properly handled.

• Support the transition process by planning pre-transition activities, following pre-transition merchandising guidelines to ensure all non-carryforward merchandise is out of the backroom and working closely with the presentation team to get all sets done on time.

• Ensure the fixture room is routinely clean and organized.

• Drive Electronics guest service, understand the Electronics Trade-in program, and utilize weekly Electronics tools (e.g., Electronics Champion news and Accessory Attach Rate reporting).

• CityTarget stores only: Ensure teams complete transitions on time, train, set, maintain and coach team on visual impact areas.

• Set priorities, educate and train on food safety/quality standards and routines with the Perishables assistant(s) and sales floor team members.

• Partner with the in-stocks team to ensure on-hand data integrity is being maintained through research for accurate replenishment.

• Partner with backroom teams to ensure FDC/wholesaler trailer unload processes are being followed and backroom location accuracy is maintained in the freezer and cooler.

• Develop and maintain relationships with DSD vendors; hold vendors accountable to maintain appropriate in-stocks.

Senior Team Leader

• Responsible for area-specific team leader core roles
• Perform additional leader on duty (LOD) responsibilities, as scheduled, including overseeing total store operations, responding to guest service requests, prioritizing and delegating team member work load and responding to staffing concerns and call-ins

**Job Requirements**

**Minimum Requirements**

- High School degree or equivalent
- Must be at least 18 years of age or older
- Demonstrated ability of basic computer skills (Microsoft Office, Intranet systems, CCTV systems, etc.)

**Physical Ability**

- Able to read instructions, reports and information on computer screens and to key information on computer
- Able to climb ladders
- Able to access all areas of the building to respond to guest or team member issues
- Able to access and move around all areas of the store quickly
- Able to lift 40 pounds
- Able to continually move around all areas of store on a daily basis
- Able to handle all products sold by Target

**Availability**

- Flexible work schedule (e.g., nights, weekends, holidays, long hours) and regular attendance necessary