

JOB DESCRIPTION



JOB TITLE: Merchandise Supervisor

EMPLOYER: National Honorary Beta Club

DEPARTMENT: Merchandise Department

REPORTS TO: Director of Merchandise

LOCATION: National Beta Club Office - 151 Beta Club Way | Spartanburg, SC 29306

EFFECTIVE DATE: 8/14/2026

SUMMARY: The Merchandise Supervisor's primary duty is managing the daily operations of the Merchandise Department and directly supervising three Merchandise Coordinators. This hands-on leader plans and assigns work, monitors employee performance and workflow, trains and coaches staff, exercises independent judgment, and actively participates in warehouse, fulfillment, inventory, retail, convention, and event operations while remaining accountable for departmental safety, service, productivity, and results.

DUTIES AND RESPONSIBILITIES:

- Plans, directs, and coordinates daily merchandise operations to ensure work is completed accurately, efficiently, safely, and on schedule.
- Adjusts assignments and workflow, resolves routine operational issues, and implements improvements within established authority to address changing priorities, deadlines, absences, inventory needs, and events.
- Trains and coaches employees on merchandise procedures, fulfillment, inventory practices, customer service, equipment operation, safety, and departmental expectations.
- Provides ongoing feedback, addresses routine performance or conduct concerns, participates in performance evaluations and interviews, and reports significant personnel concerns to the Director of Merchandise.
- Recommends hiring, advancement, promotion, recognition, discipline, termination, and other employee-status changes. These recommendations are given particular weight as part of management's decision-making process.
- Leads from the work floor and works alongside staff in receiving, order fulfillment, inventory counts, merchandise preparation, pallet staging, customer service, and other high-volume activities while maintaining supervisory responsibility.
- Oversees merchandise receiving, organization, replenishment, transfers, cycle counts, physical counts, staging, inventory control, and discrepancies and directs appropriate routine action.
- Reviews sales and inventory information and recommends product ranges, inventory levels, pricing, promotions, markdowns, clearance, replenishment, and discontinued merchandise.
- Assists the Director with developing and evaluating new merchandise concepts by researching trends, gathering customer and sales feedback, recommending products and designs, and supporting implementation following the Director's approval.
- Coordinates merchandising activities, displays, floor moves, signage, and the organization and safety of warehouse, storage, and selling areas.

- Safely operates authorized warehouse equipment, including forklifts, pallet jacks, hand trucks, and pallet-wrapping equipment.
- Coordinates and participates in the loading, transportation, setup, operation, breakdown, and return of merchandise for National Beta events and conventions.
- Assigns and monitors employee responsibilities at event selling locations and serves as the on-site merchandise leader when designated by the Director of Merchandise.
- Ensures established procedures are followed for merchandise transactions and the handling, security, reconciliation, and transportation of funds at event selling locations.
- Provides excellent service to members, sponsors, parents, staff, and other customers.
- Travels and works evenings, weekends, extended hours, or nontraditional schedules for National Beta events and other organizational activities as required.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises three Merchandise Coordinators, including assigning and directing work, training and coaching employees, monitoring performance and productivity, addressing routine concerns, participating in evaluations and interviews, and making personnel recommendations.
- Exercises independent judgment in daily department supervision and operations while consulting the Director of Merchandise on significant personnel, financial, policy, or operational matters.

QUALIFICATIONS:

- Associate's or Bachelor's degree in business, retail management, merchandising, operations, or a related field preferred; or an equivalent combination of education, training, and relevant work experience.
- Previous experience in retail, merchandising, inventory management, warehouse operations, fulfillment, or a related environment preferred.
- Previous supervisory, team-leadership, employee-training, or workflow-management experience preferred.
- Demonstrated ability to supervise employees, assign and prioritize work, provide training and feedback, evaluate performance, and address routine workplace issues.
- Strong organizational, analytical, decision-making, interpersonal, communication, and customer-service skills.
- Ability to analyze sales, inventory, and operational information and exercise sound judgment within established authority.
- Ability to work independently and collaboratively while managing multiple priorities and deadlines.
- Forklift certification must be obtained and maintained after hire; training will be provided.
- Computer skills required: inventory software; order-processing systems; point-of-sale systems; spreadsheet software; word-processing software; electronic mail; and other departmental systems.

COMPETENCIES:

- Customer Service - Manages difficult customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand and walk; occasionally required to sit.
- Frequently required to use hand and finger dexterity and to talk or hear.
- Occasionally required to climb, balance, bend, stoop, kneel, or crawl.
- Occasionally works near moving mechanical parts and may be exposed to outside weather conditions during events and travel.
- The noise level in the work environment generally ranges from quiet to loud.
- Must safely lift, carry, move, and organize merchandise and equipment consistent with established organizational safety practices.
- Work is performed in office, warehouse, convention, and event environments.
- Specialized equipment used includes forklifts, pallet jacks, hand trucks, pallet-wrapping equipment, computers, and point-of-sale equipment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Questions and How to Apply:

Please submit cover letter, resume, and any questions to jobs@betaclub.org.

Application Deadline: Monday August 31, 2026