



Lidl US Job Description

Job Title: Store Supervisor
Department: Sales Operations
Business Unit: Operations
Reports To: Store Manager
Supervisory Role: Yes
FLSA Status: Non-Exempt

Job Summary

The Supervisors fulfill an important role within our business by ensuring that our store teams provide our customers with the shopping experience that Lidl is famed for in 30 countries. Our most successful Supervisors are fast learners who are innately efficient – they “work smarter, not harder” naturally! They’re comfortable multi-tasking and switching cleaning between supervisory and operational tasks. They’re eager to learn, but they’re also perfectionists who want to excel in their current role before acquiring more knowledge. And most of all, they are passionate about our core business – providing our customers with high-quality, low-price, and hassle-free shopping.

Essential Functions

- Uphold Lidl’s standards for freshness, cleanliness, availability, and customer service in stores
- Oversee daily business in the store, serving as “first-line” supervisor and providing on-the-spot guidance and feedback to operational team of between 2 and 10 associates
- Responsible for advanced operational tasks, including goods-in and goods-out processing, safe holding, cash management, and basic task delegation
- Serve as “first responder” to customer needs, including returns, refunds, and resolution of issues, with patience and professionalism
- Perform basic operational tasks, including stocking shelves, cleaning, baking, promotional merchandising, cleaning, and other essential store functions
- Assist with ordering as needed
- Perform other duties as assigned

Required Knowledge, Skills, Abilities

- Team-oriented attitude
- Excellent customer service skills, including the patience and ability to de-escalate tense situations
- Willingness to participate in the physical operations of the store, including stocking, cleaning, and ringing on a constant basis
- Excellent written, verbal, and non-verbal communication skills, in the English language

Required Education, Certifications/ Licenses, Related Experience

- High School Diploma or GED
- Must be 21 years of age or older
- Authorization to work in the United States
- Ability to obtain and maintain ServSafe certification
- Ability to obtain and maintain state-specific store alcohol licensing as needed



Preferred Education, Certifications/ Licenses, Related Experience

- 1 - 2 years of supervisory experience

Physical Job Requirements

- Ability to work a variety of shifts including nights, weekends, and holidays, as needed
- Ability to work in a fast-paced working environment, including the store(s), distribution center(s), warehouse(s), and/or corporate office(s) with the capability to switch job functions/roles quickly
- Ability to work in situations that involve prolonged sitting, standing, walking, squatting, and/or bending and twisting more than half the time
- Ability to work in various conditions in temperatures around or below freezing, such as outdoor weather conditions or freezers
- Ability to remain in a stationary position (standing and/or seated) more than half the time
- Ability to maneuver cases of product (lift, move, carry, slide, etc.) up to 50 lbs. and reach above head to heights greater than 10 inches frequently in accordance with safety regulations
- Ability to handle all Lidl products, including but not limited to: meat, poultry, alcohol products, and food products with known allergens, such as nuts
- Ability to operate machinery and/or equipment that requires the constant use of hands/fingers/wrists
- Ability to spend less than half the time viewing computer monitors
- Ability to handle any hazardous materials in an appropriate manner
- Ability to identify and distinguish between colors more than half the time

Travel Requirements

- This position commutes between stores and regional distribution centers less than 25% of the time
- This position requires overnight domestic travel less than 25% of the time
- Anticipated travel will be by car and/or train