



Lidl US Job Description

Job Title: Shift Lead
Job Level: Associate
Department: Sales Operations
Business Unit: Operations
WFM Eligibility: On Site
Supervisory Role: No
FLSA Status: Non-Exempt

Job Summary

The Shift Lead is a highly experienced team member who performs complex, high-impact tasks to enhance the customer shopping experience and steps in for store leadership when needed. Our most successful Shift Leads are quick learners who thrive at balancing back-of-house administrative responsibilities with the fast-paced precision that defines Lidl's operations in over 31 countries. Lidl is a fast-paced, hands-on environment where everyone pitches in – from stocking shelves to keeping the store clean. We offer competitive benefits and a team culture that values grit, precision, and pride in a job well done.

Essential Functions

- Uphold Lidl's standards for cleanliness, freshness, product availability, and customer service throughout the store
- While serving as the Shift Lead, run assigned shifts in the absence of the Store Manager or Assistant Store Manager, ensuring smooth and efficient operations, supporting front-end flow, and responding to customer concerns as needed
- Additionally, when acting in the capacity of the Shift Lead, carry out key operational tasks such as inventory receiving, cold chain compliance, safe handling, price changes, returns processing, ordering, and timekeeping procedures
- Follow established processes for stock handling, including receiving inventory, write-offs, and returns, to support availability and reduce shrink
- Encourage timely and accurate task completion by maintaining focus on priorities and setting a strong example during the shift
- Flex between operational responsibilities such as stocking, cleaning, and promotional merchandising to meet store needs
- Perform other duties as assigned

Required Knowledge, Skills, Abilities

- Strong customer service instincts with the ability to stay calm and helpful in fast-paced or challenging situations
- Willingness to take part in all aspects of store operations, including stocking, cleaning, and register work
- Clear, respectful communication and the ability to work well with others in a team-focused environment
- Dependable, organized, and able to follow established procedures while adapting to shifting priorities
- Comfortable stepping into additional responsibilities when assigned to the Shift Lead role

**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

Education, Certifications/ Licenses, Related Experience

- Prior supervisory experience preferred

Physical Job Requirements

- Ability to work a variety of shifts including nights, weekends, and holidays, as needed
- Comfortable working in a fast-paced retail environment and adapting quickly to different tasks or roles
- Ability to stand, walk, bend, squat, and twist for extended periods during a shift
- Ability to lift, move, and carry up to 50 lbs. regularly and reach above head to heights greater than 10 inches frequently in accordance with safety regulations
- Ability to handle all store products, including meat, poultry, alcohol, and items containing common allergens
- Comfortable using equipment and tools that require frequent hand and wrist movement
- Ability to follow safety procedures when handling cleaning supplies or other potentially hazardous material

Travel Requirements

- This position may require commuting between different stores (less than 25% of the time)
- Anticipated travel will be by car