Retail Supervisor

vbs apparel (also known as, Volleyball Stuff) is seeking a Retail Supervisor for the 2026 Nationals event to oversee and coordinate the daily operations of our event merchandise booth. Reporting to the Event Manager, the Retail Supervisor will be responsible for managing a team of retail staff, ensuring that the booth runs smoothly, and delivering excellent customer service. This role requires strong leadership, organizational skills, and a passion for delivering a top-notch shopping experience for event attendees.

Responsibilities:

- Lead and manage a team of retail associates to provide excellent customer service, assigning tasks and responsibilities to ensure efficient booth operations.
- Ensure that the retail floor is clean, organized, and visually appealing.
- Oversee product displays, monitor inventory levels, assist with replenishment, and coordinate restocks with the Inventory/Backstock Supervisor.
- Address customer inquiries, resolve issues, and provide product recommendations or exchanges, ensuring a positive shopping experience.
- Support the retail team during busy periods by helping customers and facilitating team breaks to ensure coverage and maintain efficient operations.
- Work closely with the Event Manager to meet event objectives, ensuring that event-specific guidelines, policies, and safety procedures are followed.
- Report operational issues, performance updates, and challenges to the Event Manager in a timely manner.
- Help with booth set-up and tear-down at the beginning and end of the event.

Qualifications:

- Previous experience in retail or event operations preferred.
- Exceptional customer service and communication skills.
- Ability to multitask and work efficiently in a fast-paced environment.
- Strong organizational skills with attention to detail.
- Flexible schedule and availability to work during event hours.

Additional Notes:

- This position is temporary and will be active during the 2026 Nationals event which will be held at the BMO Centre, Calgary.
- Hours will vary depending on the event schedule.
- Physical requirements include standing for extended periods and light lifting.

Pay Rate & Availability:

Pay Rate: $25/hour

Required Availability: May 18-31 (7 to 10-hour shift each day), plus virtual or in-person training sessions in advance of the event to be scheduled following successful application (approximately 2 hours).

Estimated Total Hours: 126 hours (subject to change based on event schedule)

How to Apply:

Please submit your cover letter and resume to nationals@volleyballstuff.net with the position title in the subject line.

We appreciate all applicants; however, only those selected for an interview will be contacted.