

Retail Store Supervisor

Posted By: FRASER VALLEY WIRELESS LTD.

Location: Delta

Salary: \$\$24.15 Per Hour

JOB ID : RJ5130563

Posting Date : 20-Jan-2026

Expiry date : 19-Jul-2026

Education : College/CEGEP

Language : English

Vacancies : 1

Years of Experience : 1 year

Job Type : Full Time

Job Description

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Fraser Valley Wireless Ltd., a Rogers authorized dealer, is seeking an experienced **Retail Store Supervisor** to oversee daily operations at its wireless telecommunications retail location in Delta, BC. The successful candidate will be responsible for supervising staff, supporting sales performance, and ensuring high standards of customer service in a fast-paced environment focused on mobile devices, accessories, and wireless service plans.

Responsibilities

- Supervise and coordinate the activities of retail sales associates in a wireless telecommunications environment
- Assign duties and manage daily operations to ensure efficient store performance
- Train staff on wireless products, service plans, promotions, and customer service standards
- Support sales performance by monitoring activations, upgrades, and accessory sales

- Establish and manage employee work schedules
 - Order wireless devices, accessories, and related merchandise, and maintain inventory levels
 - Authorize returns, exchanges, and transactions in accordance with company policies
 - Assist customers with mobile device selection, service plan activation, upgrades, and account-related inquiries
 - Prepare reports on sales performance, merchandising, and staff activities
 - Resolve customer concerns related to devices, services, billing, and product availability
 - Maintain organized inventory and ensure accurate stock control
 - Conduct performance evaluations and provide ongoing coaching to improve team performance
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Requirements

- Completion of secondary school
- 1 year to less than 2 years of experience in retail or a supervisory role, preferably in wireless telecommunications or electronics retail
- Knowledge of mobile devices, wireless service plans, and retail sales processes is an asset
- Strong communication and interpersonal skills
- Ability to work in a fast-paced, sales-driven environment
- Good organizational and time-management skills
- Ability to work flexible hours, including evenings and weekends

Benefits

- Health care plan
- Dental plan
- Other health benefits as per company policy

How to apply: emily@fvwireless.com

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: emily@fvwireless.com

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