



Department Supervisor - Retail

CFMWS – WHERE PURPOSE MEETS PASSION!

At Canadian Forces Morale and Welfare Services (CFMWS), we're more than just a workplace; we're a proud community dedicated to supporting Canadian Armed Forces members, veterans and their families in their daily lives. We carefully curate and provide programs and services designed to meet their unique needs and enhance their mental, social, physical, financial and familial well-being. CFMWS employees deliver programs and services including recreation, sports and fitness programs, customized financial services, retail services, access to retail savings and discounts and offers family support and organizes charity events.

NATEX provides tax and duty-free goods and services in Europe. As part of its agreement with CFMWS and CANEX since 1980, NATEX provides real value to NATO members, the Canadian Armed Forces (CAF) community and their families in Europe by delivering a personalized, consistent and familiar shopping experience. NATEX is committed to the CFMWS mission and values that promote a professional culture, recognizing the importance of mutual respect and a healthy work environment.

Our success stems from living our values. Our employees care about their support role and act with integrity in all they do. Thriving in a close-knit environment, we act as one team with one mission. We constantly seek new ideas and creative ways to deliver the best possible commercial services.

As an employer, we offer a commitment to your health, wellness and growth. We provide a diverse range of roles across many locations and a career where you can make a meaningful impact.

SALARY: 16.82Euro to 18.48Euro Per Hour
LOCATION: Geilenkirchen, Germany – NATO BASE
POSITION TYPE: Temporary Part-Time – Up to 30 Hours Per Week
End Date for this Position is Connected to the End of Spousal Posting

THE ROLE

Under the supervision of the Retail Store Manager, the Department Supervisor serves customers in a courteous, efficient and prompt manner. They ensure departmental supervision and control is carried out in a correct manner. This shall include the maintenance of stock control programs and the ordering of merchandise. They train employees in full cash register operation, merchandise knowledge, customer service, selling techniques, policies, and procedures. They prepare and process outlet paperwork, including payroll, weekly/ monthly reports, and invoices. They deal effectively with customer complaints to ensure satisfaction.

QUALIFICATIONS NEEDED

Education, Certifications and Licenses

An acceptable combination of education, training, and experience
Food Handling Certification, as required

Experience

- **Retail Background:** Prior experience in a retail or department store setting, preferably within beauty, cosmetics or home industry.
- **Product Knowledge:** Demonstrated familiarity with a wide range of cosmetic and fragrance products, including trends, ingredients, and applications.
- **Customer Service:** Proven track record of delivering exceptional customer service, including personalized consultations and effective problem-solving.
- **Visual Merchandising:** Background in creating compelling product displays and maintaining attractive, organized store layouts.

Skills

- **Interpersonal Communication:** Excellent verbal and written communication skills to engage customers, understand their needs, and articulate product benefits clearly.
- **Consultative Selling:** Ability to provide tailored product recommendations based on individual customer profiles and preferences.
- **Attention to Detail:** Meticulous in maintaining product displays, ensuring hygiene standards (especially for testers), and managing inventory accurately.

Competencies

Client focus, organizational knowledge, communication, innovation, teamwork and leadership.

LANGUAGE REQUIREMENTS

English Essential / German an asset

BENEFITS AVAILABLE

Health Benefits: Accidental Death and Dismemberment coverage (Canadian Employees Only)

Work Life Balance: Unpaid leave, including vacation pay.

Learning and Development: Online learning opportunities including a LinkedIn Learning subscription and second language training.

OTHER INFORMATION

This is an on-site position with an assigned work location.

Open to:

Dependents of serving NATO Military or Civilian Component members, Canadian and Non-Canadians who are not nationals of any state, which is not a party to NATO or citizens, or residents of host nation.

This Position is not open to local nationals. When open to local nationals, they may be posted at the Arbeitsamt in Geilenkirchen.

Conditions of Employment:

Reliability Security Clearance and Background Checks

NATO ID

Deadline to Apply: Open Until Filled

START DATE

As soon as possible

INCLUSION AND ACCOMMODATION

CFMWS is committed to providing an inclusive, equitable and accessible environment, where all employees feel valued, respected and supported. We welcome applications from all qualified candidates who can help us build a workforce that reflects the diversity of Canadian society. If

contacted in relation to a job opportunity or assessment, you should advise the recruitment team in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

To apply, scan the QR code which will take you to the application page.



Or click on the following URL: [Apply](#)

To view all opportunities:



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Do not see an opportunity that currently interests you? Visit www.cfmws.ca/careers and apply to our General Application.