



## Department Supervisor – Duty Free

### 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.

**LOCATION:** Geilenkirchen, Germany – NATO Base

**SALARY:** 17,44 Euros - 19,17 Euros Per Hour

**POSTION TYPE:** Temporary Full Time  
Open to - Canadians and Non-Canadian  
Dependents of Serving NATO Military or Civilian Component Members

## THE ROLE

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 Operations Supervision
- Sales & Customer Engagement
- Merchandising & Inventory Control
- Cash Handling & POS Operations

### 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:** Paid and unpaid time off – Personal and Family Days, 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.

### **Conditions of Employment:**

Reliability Security Clearance and Background Checks (all employees)

NATO ID

**Application deadline: 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:** <https://ca01-apply.sabatalentlink.com/apply-app/pages/application-form?jobId=QDCFK026203F3VBQBLOLO8MBD-48244>