**Job Description Template: Duty Manager**

Location: [City], [Town]  
Position Type: Full-time  
Department: [Department]  
Reports to: [Name/Title]

**Company Description**

At [Company Name], we are committed to delivering exceptional service and ensuring a positive experience for our customers. As a Duty Manager, you will play a crucial role in overseeing daily operations, leading a team, and ensuring a smooth and efficient environment.

**Job Description**

* Oversee day-to-day store operations to ensure efficiency, quality, and adherence to company standards.
* Monitor and manage staff schedules, ensuring proper coverage for operational needs.
* Supervise and lead a team of [X] employees, providing guidance, support, and coaching as needed.
* Ensure a high level of customer satisfaction by addressing customer inquiries, resolving issues, and maintaining a positive customer experience.
* Serve as a liaison between front-line staff and upper management, facilitating effective communication and feedback channels.
* Address and resolve operational issues, conflicts, or customer concerns in a timely and effective manner.
* Implement solutions to improve operational efficiency and customer satisfaction.
* Conduct training sessions for staff on operational procedures, customer service standards, and company policies.
* Ensure compliance with health and safety regulations, implementing and reinforcing safety protocols.
* Track and analyse key performance metrics related to operations and customer service.
* Implement improvements based on data-driven insights to enhance overall performance.

**Knowledge and Skills Needed**

* Proven experience in a supervisory or managerial role, preferably in a customer service or retail setting.
* Excellent leadership and interpersonal skills, with the ability to motivate and inspire a team.
* Strong problem-solving abilities and the capacity to make decisions in a fast-paced environment.
* Effective communication skills, both verbal and written, with the ability to interact with customers and team members.
* Knowledge of inventory management, scheduling, and basic financial principles.
* Familiarity with health and safety regulations and a commitment to maintaining a safe working environment.
* Flexibility to work varied shifts, including evenings, weekends, and holidays.

**Additional Information**

Join [Company Name] and become part of a dynamic team dedicated to providing exceptional service. We offer a competitive salary and benefits package, opportunities for career growth, and a supportive work environment. If you thrive in a fast-paced setting and are passionate about delivering outstanding customer experiences, we would love to hear from you.

This generic job description can be tailored to specific company needs by adjusting details such as location, reporting structure, and qualifications.