



Sales Supervisor

Description

Sales Supervisor — H-Authentica Inc.

Work setting: retail / e-commerce (live selling, online sales, warehouse & fulfillment operations)

Tasks:

- Supervise sales associates, live-selling hosts, and customer service staff
- Assign staff to live-selling broadcasts, online order processing, and customer service duties
- Hire and train, or arrange training for, sales and live-selling staff
- Coordinate with warehouse and fulfillment team to confirm inventory availability ahead of live sales and online promotions
- Establish work schedules for live-selling events, e-commerce order processing, and warehouse shifts
- Monitor live sale and e-commerce sales performance; prepare reports on sales volumes and personnel matters
- Resolve customer issues, including order disputes, complaints, and fulfillment delays
- Organize and maintain inventory across warehouse and live-selling stock
- Supervise and coordinate the activities of sales and fulfillment workers

Duties

- Supervise staff (apprentices, stage hands, design team, etc.)
- Assign sales workers to duties

Closing Date

September 14, 2026

Categories

Sales

Employer

H-Authentica Inc.

Location

Seven Oaks

Address

Meadowlands West
St. Paul, R2V 5G6

Job Type

Full-time

Education Level

High School

Email

jvelena@h-authentica.com

- Hire and train or arrange for training of staff
- Order merchandise
- Establish work schedules
- Sell merchandise
- Prepare reports on sales volumes, merchandising, and personnel matters
- Resolve issues that may arise, including customer requests, complaints, and supply shortages
- Organize and maintain inventory
- Supervise and co-ordinate activities of workers

Qualification

Qualifications and Skills — Sales Supervisor, H-Authentica Inc.

Education

- Secondary (high) school graduation certificate required
- Post-secondary coursework or certification in retail management, business, marketing, or e-commerce considered an asset

Experience

- 2 to 3 years of experience in retail sales, e-commerce, or live-selling operations
- Prior experience supervising or coordinating the work of other staff strongly preferred
- Experience with online order fulfillment, inventory coordination, or live-streamed sales events considered a strong asset given H-Authentica's live-selling/e-commerce model

Technical/Job-Specific Skills

- Familiarity with e-commerce platforms and order management systems
- Comfortable working with live-selling/livestream sales tools and technology
- Ability to track and interpret sales performance data across online and live-selling channels
- Basic proficiency with inventory management and point-of-sale or warehouse coordination systems
- Working knowledge of MS Excel or similar tools for sales/personnel reporting

Supervisory & Interpersonal Skills

- Demonstrated ability to supervise, schedule, and train a team of 5–10 staff
- Strong conflict-resolution skills for handling customer complaints and order disputes
- Excellent oral and written communication skills
- Efficient interpersonal skills with a strong client-service focus
- Ability to coordinate across departments (warehouse, fulfillment, customer service)

Personal Suitability

- Accurate and detail-oriented, particularly for order accuracy and inventory tracking
- Able to work effectively under pressure and tight deadlines in a fast-paced environment
- Organized, with strong multitasking and time-management ability
- Sound judgement and initiative in resolving day-to-day operational issues
- Adaptable to shifting priorities across live-selling events, online sales, and in-person operations
- Team player who supports staff development and training

Other Requirements

- Ability to distinguish between colours (product quality control/matching for live sales presentation)
- Availability across morning, day, and evening shifts as needed for live-selling events