

ROBERT SMITH

Closing Shift Manager

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SUMMARY

Closing Shift Manager is responsible for Closing out the shift by closing phone lines, clearing away work, etc, Ensuring all products and services are available for future shifts, Ensuring that all equipment is properly configured to minimise downtime, Administering systems such as billing, customer service, accounting, etc.

CORE COMPETENCIES

Supervising, Billing, Accounting.

PROFESSIONAL EXPERIENCE

Closing Shift Manager ABC Corporation - 2008 – 2008

Key Deliverables:

- Developed training schedules for staff to use when needed.
- Ensured proper staffing levels are met at all times.
- Maintained a daily work diary with information on staffing levels.
- Complied with company policies regarding overtime.
- Maintained a log of all calls received by the shift team has to be submitted to management weekly.
- Identified and managed all shift operations within the company.
- Ensured a smooth and efficient shift environment for all employees.

Closing Shift Manager Delta Corporation - 2002 – 2007

Key Deliverables:

- Demonstrated leadership skills through managing associates and the business Performed numerous customer service acts including customer complaints .
- Bolstered my Time Management and Scheduling techniques Mastered Inventory Management Gained knowledge with On-Boarding and Interviewing new .
- Managed/Distributed Money, Voided Transactions, Trained/Supervised Cashiers Ect Accomplishments Received Positive Feedback From Customers On .
- Bolstered my Time Management and Scheduling techniques Mastered Inventory Management Gained knowledge with On-Boarding and Interviewing new.
- Closing shift calls (and other calls related to closing).
- Developing and communicating shift closure materials and instructions.
- Communicating with retail partners and customers about the process of closing shifts.

EDUCATION

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