



Position Title: Lead Generalist
Location: PDX
Group: D
Date: 06/2024

Position Summary:

The Lead Generalist is the most senior position of the Generalist job track, and individuals in this position have mastered the breadth of store functions and procedures. Lead Generalists demonstrate a commitment to corporate and store business goals and values, balancing fiscal possibilities and limitations. They assume a leadership and mentor role and are actively involved with teaching others. Lead Generalists initiate and are assigned complex responsibilities and projects, have a proven ability to manage time and work priorities between daily operations needs and ongoing projects, and demonstrate a high degree of initiative and follow-through with departmental, store and interpersonal issues.

Essential Functions:

- Understands and upholds Powell's highest customer service standards. Maintains strong customer awareness while working on any sales floor tasks, modeling engaged and knowledgeable interactions with customers.
- Demonstrates ability to successfully resolve customer concerns; partners with managers as needed.
- Works closely with management team in aspects of directing workflow. Exhibits leadership in adjusting department priorities and changing work assignments based on customer flow and the daily needs of the department.
- Assists in monitoring productivity of the work team. Checks others' work for accuracy.
- Fosters a professional, team-oriented work environment; demonstrates effective communication skills.
- Serves as a trainer and proactively provides mentoring to staff. Regularly updates managers on status and efficacy of trainings and helps identify when training has not been successful. Helps team utilize company resources and request additional training when needed.
- Acts as a resource regarding store operations and procedures.
- Coaches and provides feedback to staff during all shifts and assignments.
- Undertakes special projects of increased responsibility/difficulty as assigned by manager.
- Assists in identifying process problems or inefficiencies and recommends solutions. Demonstrates leadership in implementing new systems and procedures that help meet Powell's strategic goals.
- Takes initiative, is self-directed and autonomous, demonstrates independent decision making, participates actively in discussions and functions without supervision.
- May represent the location in corporate meetings and committees. Acts as a liaison to other departments and locations.
- Other duties as assigned.

Requirements / Qualifications:

- PDX employees must be able to pass a ten-year background check with the Port of Portland & acquire & maintain a security badge for PDX.
- Requires demonstrated experience equivalent to Powell's Level II Generalist.
- Ability to perform most positions within the store with full autonomy.
- Leadership skills necessary to supervise, lead, train, and mentor others.
- Superior customer service skills and computer skills.
- Excellent communication and interpersonal skills.
- Ability to handle multiple tasks and priorities.
- Ability to work independently and as a member of a team.
- Absolute ability to maintain confidential information.
- Love of books and reading.
- Physical requirements – Group U