Rally House, Sampler Stores LLC Job Description

Position Title: Team Captain (Shift Leader)
Department: Retail
Location: Store

Pay Type: Hourly
Exempt Status: Non-Exempt

Job Description

The Team Captain helps guide the store team by setting the pace on the floor and keeping the team focused and energized. This role provides direction during shifts, supports consistent execution, and helps create an engaging experience for guests and teammates. The Team Captain influences others through example, clear communication, and a strong sense of urgency.

Competencies

- **Social:** Brings visible energy and confidence to interactions. Actively engages others, builds rapport quickly, and creates a positive, motivating environment through frequent connection and communication.
- **Customer Centric:** Champions the customer experience by setting the standard for service behaviors. Reinforces expectations, and influences others to consistently put the guest first.
- **Action Oriented:** Acts quickly and decisively to keep work moving forward. Sees opportunities or issues and takes initiative without waiting, maintaining momentum and urgency for the team.
- **Directs Work:** Clarifies priorities and provides direction to others. Ensures alignment, follows up to confirm understanding, and adjusts course when needed to keep the team focused and effective.

Responsibilities

People

- Support onboarding and training of new team members
- Help maintain a high-energy, high-commitment store culture
- Model service behaviors and standards consistently
- Provide in-the-moment coaching and feedback to team members

Operations

- Prioritize and delegate tasks during shifts to ensure execution
- Serve as a go-to resource for basic operational questions
- Validate completion of daily operational routines
- Escalate operational risks and gaps to leadership quickly

Merchandising

- Lead recovery, replenishment, and fixture resets during shifts
- Ensure merchandising standards are maintained throughout the day
- Guide Teammates on visual standards and product placement
- Support visual transitions and floor sets

Service

- Lead the floor to ensure service coverage and prioritize guests
- Reinforce the Party service model and behaviors
- Handle escalated customer concerns with confidence and professionalism
- Monitor service execution and adjust staffing or focus as needed

This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Based on business needs or guest service objectives, the incumbent in this position may be asked to perform other duties in addition to those listed above.

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Results

- Drive sales during assigned shifts through guest focus and urgency
- Coach team members to maximize guest opportunities
- Support execution of promotions, hot markets, and events

Skills and Knowledge

- Understanding of retail operations, service standards, and visual merchandising
- Ability to prioritize, delegate, and execute in a fast-paced environment
- Clear and confident communication skills, including coaching and feedback
- Enthusiastic attitude with a passion for sports and retail

Qualifications

- Must be at least 18 years of age
- 1-2 years of retail experience
- Availability to work 10 to 20 hours per week including daytime, nights, weekends, holidays, and featured local sports events

Physical Requirements

- Must be able to stand and walk for extended periods of time
- Ability to lift up to 50 pounds
- Ability to bend, reach, and climb ladders

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