



POSITION TITLE	Checkout Supervisor
STORE	New World Kerikeri
DATE	2025
REPORTS TO	Checkout Manager
PURPOSE OF POSITION	The primary role of the Checkout Supervisor to supervise checkout staff on a day-to-day basis and to perform the Checkout Manager's duties in their absence, assisting to maximise sales and achieve specified profit margins.
STORE VISION	Locally owned and operated, we offer our customers the finest shopping experience, supporting our community and providing people with opportunities
STORE VALUES	P eople – our community, whanau and team are our people R espect – demonstrate and promote esteem, honour, and value O penness – be forthcoming, generous, and honest with each other U nity – work, play and live connected in harmony together D iversity – embrace and celebrate variety and difference in us all

REPORTING STRUCTURE**RELATIONSHIPS****INTERNAL**

- Owner Operator
- Store Manager
- HR/Training Manager
- Department Manager
- Other Department Managers and Duty Managers
- Team members
- Other store staff

EXTERNAL

- Suppliers/Reps
- Demonstrators/Merchandisers
- Foodstuffs' employees
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Fulfil the tasks of a Checkout Supervisor, including (but not limited to):
 - Keeping on top of customer flow and ensuring appropriate numbers of checkouts are open at all times.
 - Training new checkout operators as required.
 - Monitoring the security of the checkout area at all times.
 - Handling customer enquiries and complaints appropriately and ensuring effective interactions with customers at all times.
 - Ensuring speedy resolution of price enquiry and other queries through effective liaison with all departments. Ensuring appropriate escalation of price scanning errors and returning customer complaint forms to the appropriate department.
 - Monitoring impulse bars and fridges and ensuring stock is correctly ticketed and priced. Also monitoring stationery / bag levels to ensure sufficient levels are maintained.
 - Ensuring the checkout area is kept clean and tidy and all trolleys, baskets and credits are cleared away regularly to avoid clutter or potential hazards being created.
 - Assisting with the management of the customer service desk.
 - Assisting in other areas of the store as required.
- Assist in minimising store costs including:
 - Manage credits / returns in a timely and tidy fashion to minimize waste and reduce loss.
 - Reinforce and appropriately implement the businesses returns policy in all appropriate transactions.
 - Maintain security of the front end to ensure all product that leaves the store is paid for.
- Ensure all appropriate signage is displayed correctly and that all promotional material is changed over as required.
- Ensure operational delivery standards such as items per bag and customers in a queue are met or exceeded
- Ensure the Foodstuffs New World returns policy is adhered to at all times.
- Enhance the reputation of the business by promoting and encouraging 'best practice' levels of customer service.

FINANCIAL

- Assist in managing the front of store / checkouts component of assigned activities, promotions and initiatives within plan, budget and resource deployment delegations.

STAFF MANAGEMENT

- Assist in effectively managing the team in the department:
 - Assist in recruitment of all team members into the department as required.
 - Train the team members as required.
 - Guide all identified department members through identified training to achieve desired standards of performance.
 - Support the employees in the department involved in specific programmes / courses e.g. Management Development.
 - Roster and ensure tasks are allocated appropriately to part time staff / after school students.
 - Assist in managing the department staff effectively through adherence to appropriate in-store policies and procedures and by setting a personal example of expected store behaviours.

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.

CULTURAL

- Contribute effectively as a team member.
- Live the store values.
- Effectively acts to resolve issues to satisfaction of clients and business through agreed company values.

PERSON SPECIFICATION

PEOPLE FOCUS

WORKING WITH PEOPLE

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and acknowledging the contribution of others
- Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas
- Listens and communicates openly and proactively
- Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

CUSTOMER FOCUS

MEETING CUSTOMER EXPECTATIONS

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment that customers want to shop
- Is responsive to feedback from all sources
- Adopts a "service" mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business

ADAPTING AND RESPONDING TO CHANGE

- Adapts to changing circumstances and accepts new ideas and initiatives
- Tolerates ambiguity
- Adapts personal style to suit different people and situations
- Shows an interest in new experiences

CO-OPERATIVE CULTURE

ADHERING TO PRINCIPLES AND VALUES

- Personally upholds ethics, Foodstuffs and store Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- FMCG, food retail or fresh food experience
- Checkout or customer service experience
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written and spoken English
- Basic maths skills
- Unit standard 497
- Computer literate
- Supervisory experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: