



POSITION TITLE	Checkout Operator
STORE	New World Kerikeri
DATE	2023
REPORTS TO	Checkout Manager
PURPOSE OF POSITION	The primary role of the Checkout Operator is to scan, pack and accurately charge customers for products whilst providing the highest standards of excellent customer service.
STORE VISION	Locally owned and operated, we offer our customers the finest shopping experience, supporting our community and providing people with opportunities
STORE VALUES	<b>P</b> eople – our community, whanau and team are our people <b>R</b> espect – demonstrate and promote esteem, honour, and value <b>O</b> penness – be forthcoming, generous, and honest with each other <b>U</b> nity – work, play and live connected in harmony together <b>D</b> iversity – embrace and celebrate variety and difference in us all

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

- Owner Operator
- Department Manager
- Team members
- Other store staff

### EXTERNAL

- Foodstuffs' employees
- Customers

## ACCOUNTABILITIES

### OPERATIONAL

- Complete the tasks of a Checkout Operator, including (but not limited to):
  - Serving customers appropriately as per company guidelines.
  - Handling all monies correctly ensuring the till balances on a daily basis.
  - Packing all customers' goods with care ensuring breakages and damage to perishable items is minimized and all 'smelly' items are separated from food items.
  - Filling bag, stationery and cigarette draws as required.
  - Ensuring all draws on the checkout are appropriately stocked at all times.
  - Ensuring the floor around the checkout area is kept clear of obstructions and credits / non purchased items are processed in a timely fashion away from the checkout (especially perishable items).
  - Assisting customers to their cars with their purchases if requested while not operating.
  - Packing for other operators if required.
  - Assisting in Lotto area (if appropriate) to cover for breaks.
  - Undertaking additional housekeeping as required (e.g. cleaning the counter top, sweeping the floors, dealing with spillages and breakages.)
  - Assisting in other areas of the store as required.
- Achieve the minimum scan rates as required.
- Effectively resolve all customers related enquiries / complaints unless management approval is required.

### 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.

## 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

- Good command of written and spoken English
- Intermediate maths skills
- Physically fit and able to fulfil the requirements of the role.

### DESIRED

- Unit standard 497
- Checkout or customer service experience

## SIGNATURE

I have read and understood this Job Description:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date: