**JOB DESCRIPTION**

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| **POSITION TITLE** | **Online Personal Shopper** |
| **STORE** |  Napier City PAK’nSAVE |
| **DATE** |  |
| **REPORTS TO** | Online Supervisor |
| **PURPOSE OF POSITION** | The Online Personal Shopper is required to assist the Online Supervisor to plan and organise the day-to-day picking, packing and processing of all customer orders for the Online shopping department. The Personal Shopper needs to ensure all tasks are efficiently and accurately completed in a timely, professional manner thereby encouraging customers to make repeat Online purchases whilst achieving any targets set by the Owner Operator, Store Manager or Online Supervisor.  |
| **STORE VALUES** |  Above the Line, Think Customer, In it together, Courageous |

**REPORTING STRUCTURE**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Store Manager
* Online Supervisor
* Online Personal Shoppers
* Department Managers
* Team members
* FSNI employees

# EXTERNAL

* Customers
* Suppliers
* Merchandisers

**ACCOUNTABILITIES**

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| **OPERATIONAL** | * + - * Ensure operational excellence is achieved for all Online shopping orders
* Ensure items picked, packed, processed and invoiced for a customer’s order is completed accurately and efficiently by adhering to Standard Operating Procedures and ensuring that best practise guidelines for best before/use-by dates, weighted items, restricted items and substitutions are followed
* Ensure orders are labelled and checked, stored securely (within Staging area), recorded and temperature checked in accordance to Online store policies and operational procedures within a timely manner
* Ensure lockers are empty and clean after each allocated timeslot, where necessary returning uncollected orders to the appropriate storage areas within the Staging Area
* Ensure all restricted goods that customers are collecting from the lockers are in accordance with ID checking procedures and policies
* Communicate with customers to advise of out of stocks, substitutions and any other information that is relevant to their order
* Communicate any feedback/issues to Online Supervisor, Store Management, FSNI Online Operations team, and/or Service Solutions
* Ensure housekeeping/cleaning responsibilities and schedules for the Staging Area, Lockers and Online equipment are maintained and adhered to
* Monitor and maintain desired levels of inventory and supplies and conduct stocktakes as required
* Build positive relationships with both internal and external customers
* Follow instructions of FSNI Online Operations team
* Assist in ensuring other departments meet their Online responsibilities as required
* Contribute to continual improvements and initiatives to help improve the overall quality of the Online shopping experience
* Completing other reasonable duties from time to time as requested to ensure business continuity
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|  **HEALTH & SAFETY** | * Be aware of the hazards that you will come into contact with, and the risk associated with that hazard, and ensure a safe working area is maintained at all times.
* Ensure safety standards are met and maintained through completion of appropriate daily, weekly schedules
* Report all incidents in a timely manner, through the right procedures.
* Wear all PPE as required, and report if new PPE is required
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| **FOOD SAFETY** | * Ensure all Food Safety schedules are adhered to and correctly completed.
* Adhere to Personal & Food Hygiene Standards as per the FCP
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| **CULTURAL** | * Contribute effectively as a team member.
* Live the store values.
* Be a positive member of the team
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**PERSON SPECIFICATION**

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| **PEOPLE FOCUS** |  **WORKING WITH PEOPLE*** Is self -aware, approachable and mindful of their impact on others
* Demonstrates an 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)
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| **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
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|  |  **ADAPTING AND RESPONDING TO CHANGE*** Adapts to changing circumstances and accepts new ideas and initiatives
* Is resilient and able to tolerate ambiguity
* Adapts personal style to suit different people and situations
* Shows an interest in new experiences
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| **CO-OPERATIVE CULTURE** |  **ADHERING TO PRINCIPLES AND VALUES*** Personally upholds ethics and 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 our values, drive to succeed and positive outlook
* Challenges appropriately while respecting the position of others
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**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Physically fit and able to fulfil the requirements of the role.
* Ability to prioritise and multi-task to consistently meet deadlines
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| **DESIRED** | * Good command of written and spoken English
* Good basic maths skills
* Computer literate
* Unit standards 497, 167 & 168
* Customer service experience
* Food retail and/or fresh food experience
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**SIGNATURE**

I have read and understood this Job Description:

Employee Name

Employee Signature Date