**JOB DESCRIPTION** 

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| **JOB TITLE** | **Checkout Operator / Merchandiser**  |
| **STORE** | Marsden Cove 4SQ |
| **DATE** | 22/11/2021 |
| **REPORTS TO** | Store Owner / Store Manager |
| **PURPOSE OF POSITION** | The Checkout Operator / Merchandiser is responsible for ensuring the store is always presented in an appealing manner thereby encouraging customers to make purchases. They are also responsible for handling all customer enquiries/ complaints, serving the Customers and using their product knowledge and customer service skills to make sales and encourage repeat business. The Checkout Operator / Merchandiser works where the business requires following the instruction of a duty manager, store manager and/or owner operator. They may be required in cleaning tasks, food preparation, assisting in deliveries, stocking shelves or on checkout. |
| **STORE VISION** | To be the first choice Supermarket for Marsden Point & Ruakaka and surrounding areas |
| **STORE VALUES** | Respect / Communication / Teamwork |

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| **REPORTING STRUCTURE** |
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| **RELATIONSHIPS** |
| INTERNAL• Owner/Operator• Managers• Team members• Foodstuffs’ support team | EXTERNAL• Delivery drivers• Customers |
| **ACCOUNTABILITIES** |
| **OPERATIONAL** | * Actively works towards helping the store deliver on the Four Square customer promises, which are Fresh Faves, Everyday Essentials and Local Service.
* Assist in all areas of the store as required
* Adhere to the food safety & health and safety policies and guidelines
* Food preparation
* Assist in ensuring deliveries are unloaded in a timely fashion
* Enhance the image of the store by implementation of agreed standards of display and presentation of stock
* Ensure the appropriate stock rotation policy is adhered to
* Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access
* Process all customer orders as per company guidelines
* Complete housekeeping/ cleaning responsibilities
* Effectively resolve all customers related enquiries/ complaints when able to and escalate issues to management when required
* Follow any other reasonable instructions from managers and senior team members
* Opening and closing of our Kiosk area
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| **COMPLIANCE** | * Follow all Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
* Effective use of our Safe Food Pro System for all Food safety compliance.
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| **CULTURAL** | * Contribute effectively as a team member
* Live the store values
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| **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 (other team members, 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 other team members 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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| **CO-OPERATIVE CULTURE** | **ADHERING TO PRINCIPLES AND VALUES*** Personally upholds ethics and Foodstuffs 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, other team members, 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 values, drive to succeed and positive outlook
* Challenges appropriately while respecting the position of others
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| **PERSON SPECIFICATION** |
| **ESSENTIAL** | * Physically fit and able to fulfil the requirements of the role
* Good Command of written/ spoken English
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| **DESIRED** | * Good basic maths skills
* Unit standards 497, 167 & 168
* Customer service experience
* Food retail/ fresh food experience
* Previous checkout experience
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| **SIGNATURE** |
| I have read and understood this Job Description:  Signature Date |