**JOB DESCRIPTION** 

|  |  |
| --- | --- |
| **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 |

|  |  |  |
| --- | --- | --- |
| **REPORTING STRUCTURE** | | |
|  | | |
| **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 | |
| **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. | |
| **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 (other team members, 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 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 |
| **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 |

|  |  |
| --- | --- |
| **PERSON SPECIFICATION** | |
| **ESSENTIAL** | * Physically fit and able to fulfil the requirements of the role * Good Command of written/ spoken English |
| **DESIRED** | * Good basic maths skills * Unit standards 497, 167 & 168 * Customer service experience * Food retail/ fresh food experience * Previous checkout experience |

|  |
| --- |
| **SIGNATURE** |
| I have read and understood this Job Description:      Signature Date |