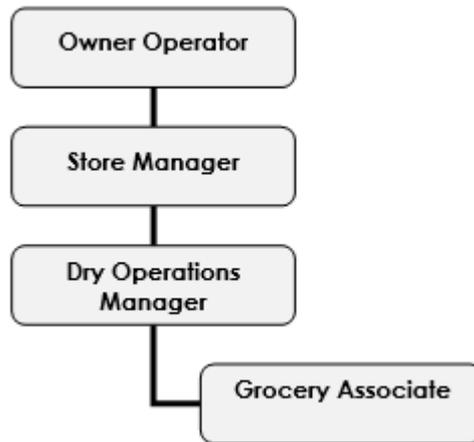


<b>POSITION TITLE</b>	<b>Grocery Associate</b>
<b>STORE</b>	<b>Pak'n Save Mill Street</b>
<b>DATE</b>	
<b>REPORTS TO</b>	Dry Operations Manager
<b>PURPOSE OF POSITION</b>	Maintain full shelves and picking faces to provide minimal out of stocks for our customers.

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

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

**ACCOUNTABILITIES****EXPECTATIONS /  
OPERATIONAL****Hours of work**

Sunday, Monday, Tuesday, Wednesday - 0400-1430

Or

Wednesday, Thursday, Friday, Saturday - 0400-1430

Breaks (2x 30mins) 1<sup>st</sup> break 30mins, 2<sup>nd</sup> break 30mins

You will be in your own zone & responsible for only work within that zone.

Complete the tasks as a Grocery Associate, including (But not limited to);

- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.
- You are responsible & will be held accountable for your zones, no one else's responsibility.
- OOS is 10 per zone (initial OOS target is 10 but can change as per business requirements).
- Floor to be cleared by 07:30 (08:00 on Monday's).
- Zone to be dropped & filled every day to last a day's trade.

- Breaks to be allocated & taken together as a zone between the following times. 1<sup>st</sup> break 06:30-07:30, 2<sup>nd</sup> break 10:30-11:30, 3<sup>rd</sup> break 13:00-13:30.
- Monday mornings – everyone on ALL displays before going to your own zone.
- Compactor & Bailers are to be done as needed – NO CHANGE FROM CURRENT SYSTEM.
- You are required to communicate on workplace regularly regarding any/all issues (buying, pricing, ticketing etc.).
- Have expectations to pick-up extra shifts during Christmas & Easter.
- Deep cleaning & date checking to be done on Wednesday – deep cleaning includes but not limited to: (e.g. flour, sugar, rice, pasta, nuts, lollies, coke, washing powder etc).
- Dry Assistants are not guaranteed to be available.
- Handheld devices (Scanners) must be used regularly. We will get log ins for the scanners.
- Uniforms – NO Hi-Viz on shop floor & correct uniform procedure to be upheld.
- Must be willing to get a Forklift licence if required.
- Expectation to being asked to work in another zone by Manager/Supervisor if its needed.
- Bringing stock from Storeroom as required.
- Safe driving & handling of store equipment is essential as damage to company property is deemed serious misconduct.
- Return empty pallets to rear storeroom. These need to be placed in the designated area to minimize damage to pallets.
- Ensure all damaged products are dealt with immediately (Spills, leakages, damaged packaging etc.).
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification. All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation. Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.

#### **SAFETY & COMPLIANCE**

- Follow health and safety, food safety and compliance policies and procedures in the store.
- Must wear safety shoes and high Viz attire at all times
- Must report all near misses and Incidents Immediately, followed with completing an incident or near miss form.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.

#### **CULTURAL**

- Contribute effectively as a team member.
- Live the store values.
- Help deliver on the store OKR's

### **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 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, 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 values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

**QUALIFICATIONS AND EXPERIENCE****ESSENTIAL**

- Fork hoist certification
- Physically fit and able to fulfil the requirements of the role.
- Able to adjust and pick up new systems
  
- Good command of written and spoken English
- Good basic maths skills
- Proven record of Excellent attendance
- Customer service experience
- Able to work unsupervised

**SIGNATURE**

I have read and understood this Job Description:

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

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

