



Online Personal Shopper Job Description

Reports to Online Team Leader

Purpose of the Online Personal Shopper Role:

The Online Personal Shopper is required to assist the Online Team Leader 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 Business Support Manager or Online Team Leader.

Main Responsibilities:

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
- Assist loading delivery vehicle if required, ensuring that goods are secure and tidy
- 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 Team Leader, Store Management, FSNI Online Operations team, and/or Service Solutions
- Ensure housekeeping/cleaning responsibilities and schedules for the Staging Area, Lockers, Online equipment and Vehicles 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 and manager
- 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

Compliance:

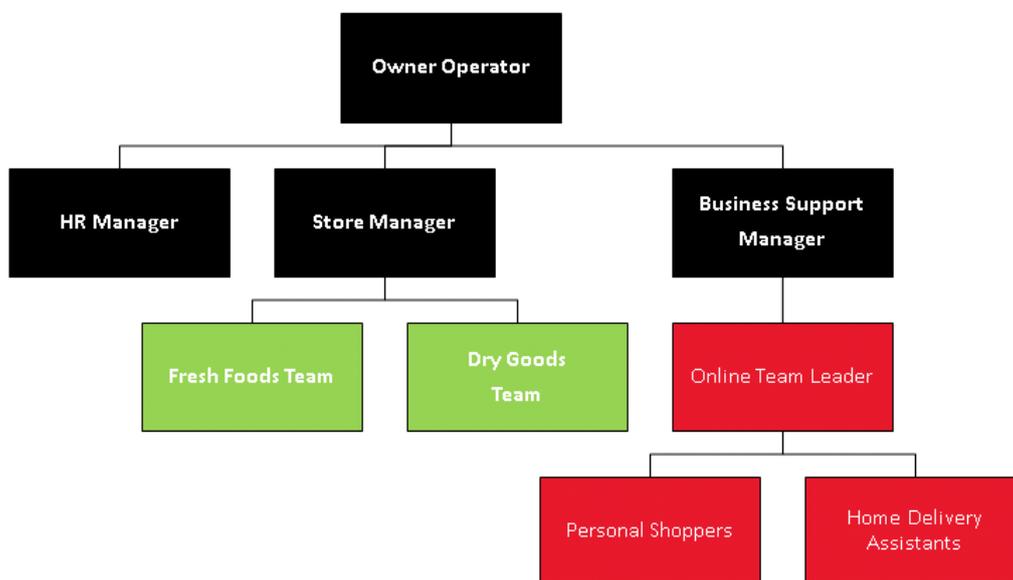
- Adhere to the food safety, health & safety, security and compliance policies, guidelines and procedures for Online and the store

Cultural:

- Contribute effectively as a team member
- Live the store values

You will have a review every 6 months with the Online Team Leader to discuss and measure how you are going with your performance.

Organisational Structure





Our vision is to be:
**NEW ZEALAND'S PREMIER
FOOD RETAIL EXPERIENCE**

To do this we will focus on the 5 S's
**Sustainable, Smart, Skilled,
Superior offer, Service**



Our values are:

INTEGRITY EMPOWERMENT
GENEROSITY **FUN**
ACCEPTANCE
COMMITMENT **GROWTH**



Our mission is to:
**PUT A SMILE ON EVERYONE'S
FACE EVERY DAY**



Our strategic challenges are:

- * To attract, recruit and retain great people
- * Drive innovation
- * Engage our customers
- * Leverage information & processes to drive the business
- * Be a sustainable business