**JOB DESCRIPTION**

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| **POSITION TITLE** | **Checkout Operator** |
| **STORE** |  Wellington City New World |
| **DATE** |  |
| **REPORTS TO** | Checkout Manager |
| **PURPOSE OF POSITION** | The primary role of the Checkout Operator is to scan, pack and accurately charge customers for products whilst providing the highest standards of excellent customer service. |
| **STORE VISION** | To pursue excellence in every aspect of the business |
| **STORE VALUES** |  To grow, lead and develop a constant professional base of people with a vision of exceeding our customer s expectations in service, range, quality and value |

**REPORTING STRUCTURE**

**Owner Operator**

**Senior Management**

**Checkout Team Leader**

**Checkout Operator**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Department Manager
* Team members
* Other store staff

# EXTERNAL

* Foodstuffs’ employees
* Customers

**ACCOUNTABILITIES**

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| **OPERATIONAL** | * Complete the tasks of a Checkout Operator, including (but not limited to):
* Serving customers appropriately as per company guidelines.
* Handling all monies correctly ensuring the till balances on a daily basis.
* Packing all customers’ goods with care ensuring breakages and damage to perishable items is minimized and all ‘smelly’ items are separated from food items.
* Filling bag, stationery and cigarette draws as required.
* Ensuring all draws on the checkout are appropriately stocked at all times.
* Ensuring the floor around the checkout area is kept clear of obstructions and credits / non purchased items are processed in a timely fashion away from the checkout (especially perishable items).
* Assisting customers to their cars with their purchases if requested while not operating.
* Packing for other operators if required.
* Assisting in Lotto area (if appropriate) to cover for breaks.
* Undertaking additional housekeeping as required (e.g. cleaning the counter top, sweeping the floors, dealing with spillages and breakages.)
* Assisting in other areas of the store as required.
* Achieve the minimum scan rates as required.
* Effectively resolve all customers related enquiries / complaints unless management approval is required.
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| **COMPLIANCE** | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
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| **CULTURAL** | * Contribute effectively as a team member.
* Live the store values.
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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 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)
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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
* Tolerates 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, Foodstuffs and store 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 and store 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** | * Good command of written and spoken English
* Intermediate maths skills
* Physically fit and able to fulfil the requirements of the role.
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| **DESIRED** | * Unit standard 497
* Checkout or customer service experience
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**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: