

JOB DESCRIPTION

POSITION TITLE	Online Shopping Manager
STORE	Pak'nSave Mill Street
DATE	
REPORTS TO	Store Manager
PURPOSE OF POSITION	The Online Manager is required to manage, plan and organise the day-to-day running of the store's Online team and Online shopping department in accordance to best practice policies and procedures. The Online Manager needs to ensure all tasks are efficiently and accurately completed in a timely, professional manner thereby encouraging customers to make repeated online purchases. They are also responsible for handling all Online customer enquiries/complaints and using their product knowledge and customer service skills to make sales and encourage repeat business, as well as achieving and maintaining all KPI's and wage targets.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Store Manager
- Online Personal Shopper(s) (Pickers)
- Department Managers
- Team members
- Foodstuffs' employees

EXTERNAL

- Customers
- Suppliers
- Merchandisers

ACCOUNTABILITIES**OPERATIONAL**

- Ensure overall operational excellence is achieved for the Online shopping department
- Manage, motivate, train and support the Online team ensuring that best practise policies and operational procedures are followed at all times, always leading by example
- Effectively plan, monitor and prioritise work progress from the start of the picking order life cycle to completion of order by Click & Collect
- Review department, wage and shrinkage reports to set, manage and drive KPIs and targets with the Online team to achieve desired results for the department
- Manage rosters and wage percentages in conjunction with the Owner Operator and/or Store Manager
- Keep store mapping/locations up to date, make changes if required and work with Department Managers to ensure accuracy and compliance
- Effectively resolve all customer related enquiries and complaints when able to and escalate issues to management and/or FSNI Online Operations team when required
- Maintain the desired level of inventory and supplies, including scanners, totes, Techni-ice, chiller bags, uniforms etc.; ordering additional supplies if required and conducting stocktakes
- If required, 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 housekeeping/cleaning responsibilities and schedules for Staging Area and Online equipment are maintained and adhered to
- Communicate any feedback/issues to Store Management, FSNI Online Operations team, and/or Service Solutions
- Assist in ensuring other departments meet their Online responsibilities as required
- Follow instructions of FSNI Online Operations team and manager
- Build positive relationships with both internal and external customers
- 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

PERSON SPECIFICATION**PEOPLE FOCUS****WORKING WITH PEOPLE**

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an 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	<p>MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> • Values the importance of providing high-quality customer service by bringing 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 <p>ADAPTING AND RESPONDING TO CHANGE</p> <ul style="list-style-type: none"> • 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	<p>ADHERING TO PRINCIPLES AND VALUES</p> <ul style="list-style-type: none"> • 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

QUALIFICATIONS AND EXPERIENCE	
ESSENTIAL	<ul style="list-style-type: none"> • Ability to prioritise and multi task to consistently meet deadlines • Physically fit and able to fulfil the requirements of the role
DESIRED	<ul style="list-style-type: none"> • Good command of written and spoken English • Good basic maths skills • Computer literate • Unit standards 497, 167 & 168 • Customer service experience • Food retail and/or fresh food experience

SIGNATURE	
<p>I have read and understood this Job Description:</p> <p>_____</p> <p>Employee Signature _____</p> <p>Date:</p>	