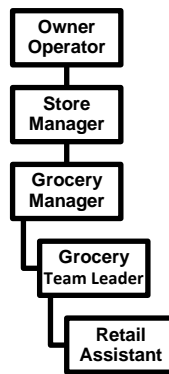


POSITION TITLE	Retail Assistant – Grocery
STORE	Te Awamutu
DATE	10 December 2021
REPORTS TO	Grocery Manager / Team Leader
PURPOSE OF POSITION	The primary role of the Grocery Assistant is to assist in the day-to-day running of the grocery department to ensure that sufficient quantities and range of products are available for sale at the correct price at all times during opening hours as well as ensuring the department is well merchandised, clean, tidy and attractively presented.
STORE VISION	We will hold a respected and prominent place in our community that is profitable and rewarding for all.
STORE VALUES	Pride • Respect • Integrity • Co-operative Nature • Enthusiastic

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Department Manager and Team Leader
- Team members
- Other store staff

EXTERNAL

- Foodstuffs’ employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Complete the tasks of a Grocery Assistant, including (but not limited to):
 - Bringing stock from the storeroom as required.
 - Filling designated areas and facing up appropriately with a minimum level of disruption to customers.
 - Undertaking additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning shelves etc.)
 - Other tasks across the store as required.
- Ensure the use of shelf space is maximised through completion of daily stock drops and filling.
- Ensure the displays / shelves are appropriately stocked and relevant merchandising standards are maintained at all times.
- Effectively resolve all customers related enquiries and complaints unless management approval is required.
- Ensure appropriate stock rotation policy adhered to.
- Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access.
- Collect trolleys in the carpark bays and return them to the main entrances when directed to do so by the manager

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.
- Assist in ensuring 100% price integrity in the department. Complete the traceability forms as required.

- 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 (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

- Physically fit and able to fulfil the requirements of the role.
- Inventory and Price Integrity experience
- SAP experience

DESIRED

- Good command of written and spoken English
- Good basic maths skills
- Unit standard 497
- Customer service experience

SIGNATURE

I have read and understood this Job Description:

Employee Name (Print)

Employee Signature

Date: