



POSITION TITLE	Supermarket Assistant -
STORE	New World Matamata
DATE	
REPORTS TO	Department Manager
PURPOSE OF POSITION	The Supermarket Assistant is responsible for ensuring the store is presented in an appealing manner at all times thereby encouraging customers to make purchases. They are also responsible for handling all customer enquiries /complaints and using their product knowledge and customer service skills to make sales and encourage repeat business. The Supermarket Assistant works where the business requires following the instruction of the department manager. They may be required in cleaning tasks, food preparation, assisting in deliveries, stocking shelves or on checkout.
STORE VISION	Making the Matamata community proud of their store
STORE VALUES	We Mata - You Mata - They Mata

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

- Owner Operator
- Managers
- Team members
- Foodstuffs' employees

EXTERNAL

- Delivery drivers
- Customers

ACCOUNTABILITIES**OPERATIONAL**

- Effectively resolve all customers related enquiries / complaints when able to and escalate issues to management when required.
- Follow instructions of manager and senior team members.
- Assist in other departments when required at the direction of the manager.
- Adhere to the food safety policies and guidelines of each department worked in.
- Food preparation.
- Assist in ensuring deliveries are unloaded in a timely fashion.
- Enhance the image of the store by implementation of agreed standards of display and presentation of stock.
- Ensure the appropriate stock rotation policy is adhered to.
- Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access.
- Process all customer orders as per company guidelines.
- Complete housekeeping / cleaning responsibilities.

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and all compliance procedures in 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 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, 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

- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good Command of written / spoken English
- Good Basic Maths Skills
- Unit standards 497, 167 & 168
- Customer Service Experience
- Food Retail / Fresh Food experience
- Previous Checkout Experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: