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**Taupō Job Description**

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| **Position Title** | **Online Assistant** |
| **Date** | March 2025 |
| **Reports to** | Online Manager and Assistant Online Manager |
| **Position Purpose** | The primary role of the Online Assistant is to ensure items picked, packed, processed is completed accurately and efficiently, within quality and policy standards. |
| **Store Values** | **Purpose** – Taking pride in what we do because what we do makes a difference.  **Belonging** – Being part of a family that respects, inspires and cares.  **Growth** – Challenging ourselves to learn, develop and thrive.  **Empowerment** – Supporting each other to do the right thing. |

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| **Reporting Structure** |
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| **Relationships** | |
| Internal  * Owner Operator * Store Manager * Checkout Manager * Assistant Checkout Manager * Department team members * Other store team members | External  * Customers |

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| **Accountabilities** | |
| **Operational** | * Ensure picking, packing, processing and invoicing a customer’s order (where applicable) is completed accurately and efficiently and that “best practice” guidelines are adhered to around best before/use-by dates, weights, restricted items and appropriate substitutions. * Ensure the reputation of the business by promoting and championing exceptional levels of customer service to online customers. * Effectively resolve all online customer related enquiries and complaints. Minimise customer complaints received. * Assist the Online Manager and Assistant Manager to plan, monitor and prioritise work-flow from the start of the picking order to completion of Click ‘n Collect. * Ensure operational delivery standards are met or exceeded including: * Ensure pick rate, availability and good order targets are achieved * Ensure the staging area and online equipment is clean and organised and well maintained. * Ensure orders are labelled and checked, stored securely within the Staging Area and temperature checked within appropriate timeframes * Ensure that all restricted goods collected by customers are ID checked as required. * Communicate with customers to advise of out of stocks, substitutions and any other relevant information relating to their order. * Assist in other departments when requested by Online Manager and or Online Assistant Manager. This may include the Dry, Fresh and Checkout departments. |
| **Compliance** | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store. |
| **Cultural** | * Contribute effectively as a team member * Live the store values |

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| **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. |
| **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.   **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 the store’s Values and accepting nothing less from their team. * Consistently demonstrates honesty and integrity (in words, decisions and actions) in all 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. |

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| **Qualifications and Experience** | |
| **Essential** | * Physically fit and able to fulfil the requirements of the role. |
| **Desired** | * Good command of written and spoken English. * Good basic maths skills. |

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| **Signature** |
| I have read and understood this Job Description:    Employee Signature Date: |