

**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.
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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** |
| **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.
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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.

**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 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.
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| **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: |