**JOB DESCRIPTION**

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| **POSITION TITLE** | **Office Assistant** |
| **STORE** | Wellington City New World |
| **DATE** |  |
| **REPORTS TO** | Office Manager |
| **PURPOSE OF POSITION** | The primary role of the Office Assistant is to assist with the day-to-day running of the office by completing tasks in a timely and accurate fashion and assisting the store to meets its legislative requirements. |
| **STORE VISION** |  To pursue excellence in every aspect of the business |
| **STORE MISSION** |  To grow, lead and develop a constant professional base of people with a vision of exceeding our customer s expectations in service, range, quality and value |

**REPORTING STRUCTURE**

**Owner Operator**

**Senior Management**

**Office Manager**

**Office Assistant**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Store Manager
* Office and Checkout Manager
* Team members
* Other store staff

# EXTERNAL

* IRD
* Banks
* Foodstuffs’ employees
* Customers

**ACCOUNTABILITIES**

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| --- | --- |
| **OPERATIONAL** | * Complete the tasks of an Office Assistant, including (but not limited to):
* Accurate processing of wages (editing adjustments on a daily basis) and addressing employee pay related enquiries.
* Paying bills and sending processed invoices etc through to Accounts Payable / Accounts Receivable
* Completing GST returns (every two months) and ensuring all other regulatory requirements for the office are met.
* Maintaining Integrity Timemaster / Cash Book and related systems.
* Accurate inputting and editing of data.
* Undertaking general office duties.
* Assisting in other areas of the store as required.
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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**

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| --- | --- |
| **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)
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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
* 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
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| **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, 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
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**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Intermediate – advanced maths skills
* Physically fit and able to fulfil the requirements of the role.
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| **DESIRED** | * Good command of written and spoken English
* NCEA Level 1 or equivalent
* Accounting knowledge
* Customer service experience
* Office experience
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**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: