**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. |
| **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. |

**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) |
| **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**

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

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: