**JOB DESCRIPTION**

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| **POSITION TITLE** | **Chilled/Frozen Foods Assistant** |
| **STORE** | Wellington City New World |
| **DATE** |  |
| **REPORTS TO** | Chilled/Frozen Foods Manager |
| **PURPOSE OF POSITION** | The primary role of the Chilled/Frozen Foods Assistant is to present and merchandise to ensure that a maximum range and sufficient quantity of chilled/frozen product is available for sale at the correct price at all times as well as keeping the department clean, tidy and attractively presented. |
| **STORE VISION** | To pursue excellence in every aspect of the business |
| **STORE VALUES** | 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**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Department Manager
* Team members
* Other store staff

# EXTERNAL

* Foodstuffs’ employees
* Delivery drivers
* Customers

**ACCOUNTABILITIES**

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| **OPERATIONAL** | * Complete the tasks of a Chilled/Frozen Foods Assistant, including (but not limited to): * Filling and facing up designated areas appropriately with a minimum level of disruption to customers. * Completing stock relays as required & ensuring the back freezer is kept clean at all times * Undertaking additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning freezers, temperature checks etc.) * Other tasks across the store as required. * Ensure the use of freezer space is maximised through completion of daily stock drops and filling. * Effectively resolve all customers related enquiries and complaints unless management approval is required. * Ensure the displays / shelves are appropriately stocked and relevant merchandising standards are maintained at all times. * Ensure appropriate stock rotation policy adhered to. * Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access. |
| **COMPLIANCE** | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store. * Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning. * Complete the traceability forms as required. * Assisting in ensuring 100% price integrity in the department through maintenance of appropriate signage, pricing, and changing data strips. |
| **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** | * Physically fit and able to fulfil the requirements of the role. |
| **DESIRED** | * Good command of written and spoken English * Good basic maths skills * Unit standards 497 and 167 * Customer service experience |

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: