

**JOB DESCRIPTION**

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| **POSITION TITLE** | **Personal Shopper (Picker)** |
| **STORE** | New World Whitby |
| **DATE** |  |
| **REPORTS TO** | Store Manager/Owner Operator |
| **PURPOSE OF POSITION** | The Online Personal Shopper is required to assist the Online Champion to plan and organise the day-to-day picking, packing and processing of all customer orders for the Online shopping department. The Personal Shopper needs to ensure all tasks are efficiently and accurately completed in a timely, professional manner thereby encouraging customers to make repeat Online purchases whilst achieving any targets set by the Owner Operator or Online Champion. |
| **STORE VISION** |  |
| **STORE VALUES** |  |

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| **REPORTING STRUCTURE** |
| OWNER OPERATOR and/or STORE MANAGERONLINE MANAGER   PERSONAL SHOPPER (PICKER)ONLINE HOME DELIVERY AGENT STAGING AREA ASSISTANT\*CONCIERGE SERVICE LEAD\*\*Roles can be merged |

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| **RELATIONSHIPS** |
| INTERNAL* Owner Operator
* Store Manager
* Online Manager
* Online Home Delivery Agent
* Department Managers
* Team members
* Foodstuffs’ employees
 | EXTERNAL* Customers
* Suppliers
* Merchandisers
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| **ACCOUNTABILITIES** |
| **OPERATIONAL** | * Ensure operational excellence is achieved for all Online shopping orders
* Ensure items picked, packed, processed and invoiced for a customer’s order is completed accurately and efficiently by adhering to Standard Operating Procedures and ensuring that best practise guidelines for best before/use-by dates, weighted items, restricted items and substitutions are followed
* Ensure orders are labelled and checked, stored securely (within Staging Area), recorded and temperature checked in accordance to Online store policies and operational procedures within a timely manner
* Ensure lockers are empty and clean after each allocated timeslot, where necessary returning uncollected orders to the appropriate storage areas within the Staging Area
* Ensure all restricted goods that customers are collecting from the lockers are in accordance with ID checking procedures and policies
* Assist loading delivery vehicle if required, ensuring that goods are secure and tidy
* Communicate with customers to advise of out of stocks, substitutions and any other information that is relevant to their order
* Communicate any feedback/issues to Online Champion, Store Management, FSNI Online Operations team, and/or Service Solutions
* Ensure housekeeping/cleaning responsibilities and schedules for the Staging Area, Lockers, Online equipment and Vehicles are maintained and adhered to
* Monitor and maintain desired levels of inventory and supplies and conduct stocktakes as required
* Build positive relationships with both internal and external customers
* Follow instructions of FSNI Online Operations team and manager
* Assist in ensuring other departments meet their Online responsibilities as required
* Contribute to continual improvements and initiatives to help improve the overall quality of the Online shopping experience
* Completing other reasonable duties from time to time as requested to ensure business continuity
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| **COMPLIANCE** | * Adhere to the food safety, health & safety, security and compliance policies, guidelines and procedures for Online and 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 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*** Values the importance of providing high-quality customer service by bringing 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
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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** |
| **ESSENTIAL** | * Ability to prioritise and multi task to consistently meet deadlines
* 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
* Computer literate
* Unit standards 497, 167 & 168
* Customer service experience
* Food retail and/or fresh food experience
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| **SIGNATURE** |
| I have read and understood this Job Description: Employee Signature Date: |