

POSITION TITLE	Retail Assistant - Online Shopping
STORE	Te Awamutu
DATE	25 May 2025
REPORTS TO	Online Manager/Supervisor
PURPOSE OF POSITION	The Online Shopper is required to assist the Online Manager to plan and organise the day-to-day picking, packing and processing of all customer orders for the Online shopping department. The Online 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, Store Manager or Online Manager.
STORE VISION	Feeding the Waipa for Less
STORE VALUES	Pride – Respect – Integrity – Cooperation - Enthusiasm

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

- Owner Operator
- Store Manager
- Online Manager
- Online Shopping Team Members
- Department Managers
- Team members
- Foodstuffs' employees

### EXTERNAL

- Customers
- Suppliers
- Merchandisers

## 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 all restricted goods that customers are collecting from the lockers are in accordance with ID checking procedures and policies
- 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 Manager, Store Management, FSNI Online Operations team, and/or Service Solutions
- Ensure housekeeping/cleaning responsibilities and schedules for the Staging Area, and Online equipment 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 including temporary cover in Checkouts to ensure adequate service standards during busy periods as directed

### COMPLIANCE

- Adhere to the food safety, health & safety, security and compliance policies, guidelines and procedures for Online and the store

### CULTURAL

- Contribute effectively as a team member
- Live the store values

## 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.)

## 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

## 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

### ESSENTIAL

- Ability to prioritise and multi task to consistently meet deadlines
- Physically fit and able to fulfil the requirements of the role

### 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

## SIGNATURE

I have read and understood this Job Description:

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Employee Signature

\_\_\_\_\_  
Date: