

POSITION TITLE	Retail Assistant – Gift Baskets
STORE	Te Awamutu
DATE	1 September 2025
REPORTS TO	Marketing Co-ordinator
PURPOSE OF POSITION	The primary role of the Gift Basket Assistant is to prepare and present gift baskets to the required diagrams and standard for sale to our customers
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

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

EXTERNAL

- Customers

ACCOUNTABILITIES

OPERATIONAL	<ul style="list-style-type: none"> • Complete the gift baskets as required, including (but not limited to): <ul style="list-style-type: none"> • Making visually appealing gift baskets following our templates. • Ensuring the preparation area is kept clean and tidy at all • Maintaining an appropriate stock of contents for gift baskets – in conjunction with the Marketing Coordinator – advising them of low stock or requirements for consumables such as cellophane, baskets, fillings etc. • Ticket pricing correctly displayed for the appropriate gift basket. • Making one-off gift baskets or making to order based on a customer's brief and specified value as required. The contents and value will be priced by the Marketing Coordinator. • Other Retail Assistant tasks across the store as required when gift baskets are completed.
COMPLIANCE	<ul style="list-style-type: none"> • Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
CULTURAL	<ul style="list-style-type: none"> • 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 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 and Foodstuffs 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 values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE

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 standard 497
- Qualified Florist
- Customer service experience
- Floral experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: