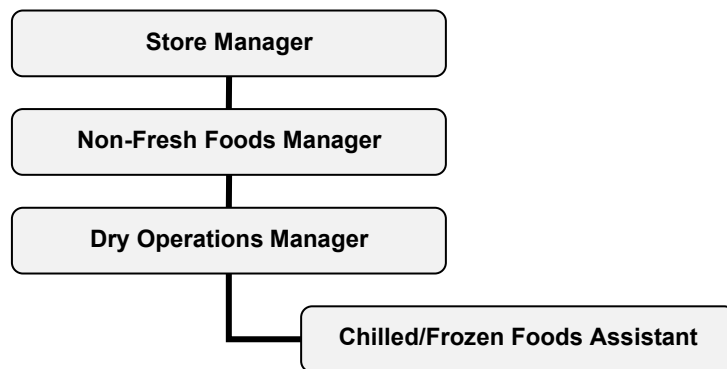


POSITION TITLE	Chilled/Frozen Foods Assistant
STORE	Pak 'n Save Mill St
DATE	
REPORTS TO	Dry Operations Manager
PURPOSE OF POSITION	The primary role of the Chilled/Frozen Foods Assistant is to present and merchandise to ensure that a maximum range and sufficient quantity of chilled/frozen product is available for sale at the correct price at all times as well as keeping the department clean, tidy and attractively presented.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

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

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Complete the tasks of a Chilled/Frozen Foods Assistant, including (but not limited to):
- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.
- 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.
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification. All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation.
- Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.

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

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 standards 497 and 167
- Customer service experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: