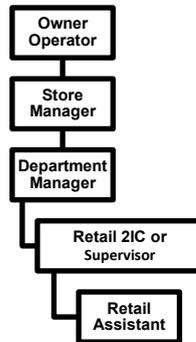


# SCHEDULE TWO

## JOB DESCRIPTION

<b>POSITION TITLE</b>	<b>Retail Assistant</b>
<b>STORE</b>	Te Awamutu
<b>DATE</b>	18 February 2026
<b>REPORTS TO</b>	Department Manager or Supervisor
<b>PURPOSE OF POSITION</b>	The primary role of the Retail Assistant is to assist in the day-to-day functions of the department to ensure that sufficient quantities and range of products are always available for sale at the correct price during opening hours as well as ensuring the department is well merchandised, clean, tidy and attractively presented.
<b>STORE VISION</b>	Feeding the Waipa for less
<b>STORE VALUES</b>	Pride • Respect • Integrity • Co-operation • Enthusiasm

### REPORTING STRUCTURE



### RELATIONSHIPS

#### INTERNAL

- Owner Operator
- Store Manager
- Department Manager / Supervisors
- Team members
- Other store staff

#### EXTERNAL

- Foodstuffs' employees
- Delivery drivers/ storeroom team members
- Customers

### ACCOUNTABILITIES

#### OPERATIONAL

- Complete the tasks of a Retail Assistant, including (but not limited to):
  - Working across multiple departments where assigned – including grocery – checkouts – online – produce – chilled and frozen.
  - Filling designated areas and facing up appropriately with a minimum level of disruption to customers.
  - Undertaking additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning shelves etc.)
  - Other tasks across the store as required – training will be provided to ensure that the Retail Assistant is able to satisfactorily and safely complete duties
  - From time to time they may be required to assist in a fresh food department and further training for Food Safety purposes will be provided – cleaning, packing bread, filling displays
- Move stock around using flat decks, trolleys, cages or pallet jacks
- Where trained and authorised – use the reach and forklift to drop / move palletized product.
- Ensure the displays / shelves are stocked and merchandising standards are always maintained.
- GREAT customer service – assist customers to find products and help with queries – refer them to the appropriate person if you can't resolve the customer query.
- Ensure appropriate stock rotation policy adhered to – first in, first out (FIFO).
- Good housekeeping - ensure the aisles are always kept clear for 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.
  - Assist in ensuring 100% price integrity in the department. Complete the traceability forms as required.
- CULTURAL**
- Contribute effectively as a team member.
  - Open to change and variety, and flexible to work across multiple areas of the store
  - Willing to take direction and feedback from different Managers/Supervisors depending on the department working in
  - Live our store values – Pride, Respect, Integrity, Cooperation and Enthusiasm

## 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
- Maintains consistently high standards of customer service
- 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

- Upholds ethics and Foodstuffs Values and accepting nothing less from coworkers
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows correct process on all issues of compliance – food safety, and health and safety
- 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.
- Computer literate
- Good command of written and spoken English and basic maths skills

### DESIRED

- Previous retail food handling experience
- Retail experience - FMCG
- Customer service experience

## SIGNATURE

I have read and understood this Job Description:

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

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