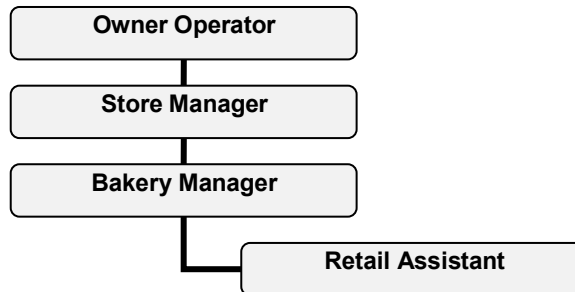


<b>POSITION TITLE</b>	<b>Retail Assistant</b>
<b>STORE</b>	<b>Te Awamutu</b>
<b>DATE</b>	24 April 2026
<b>REPORTS TO</b>	Bakery Manager
<b>PURPOSE OF POSITION</b>	The primary role of the Retail Assistant is to pack, present and merchandise to ensure that a maximum range and sufficient quantity of product is available for sale at the correct price at all times, as well as keeping the department clean, attractively presented, preparation and finishing of products, and assist the department to meet its legislative requirements.
<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
- Department Manager/2IC
- Team members
- Other store staff

**EXTERNAL**

- Foodstuffs' employees
- Delivery drivers
- Compliance Manager
- Customers

**ACCOUNTABILITIES**

**OPERATIONAL**

- Complete the tasks of a Retail Assistant, including (but not limited to):
  - Making fresh cream products and finishing off (icing and decorating) cake products
  - Completing temperature checks on both hot and chilled products
  - Mixing and baking products as directed (e.g. muffins, scones etc.)
  - Taking customer orders and handling all other customer enquiries appropriately.
  - Ensuring the bakery cases are appropriately stocked and relevant merchandising standards are maintained at all times.
  - Packaging and pricing baked breads, rolls, cakes, loaves, biscuits etc.
  - Packing cakes and cutting slices ready for packaging
  - Rotating stock and reducing to clear if directed by the manager.
  - Cleaning the department and equipment including prover, ovens and chiller.
- Work in other areas of the store and complete tasks as directed from time to time to assist with meeting the store standards and deadlines.
- Enhance the image of the department by implementation of agreed standards
- Effectively resolve all customers related enquiries and complaints unless management approval is required.
- Assist in ensuring all deliveries are unloaded in a timely fashion avoiding wastage.
- Serve customers or answer their enquiries as required.
- Ensure wastage is minimised.

- |                   |   |
|-------------------|---|
| <b>COMPLIANCE</b> | <ul style="list-style-type: none"> <li>• Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.</li> <li>• Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.</li> <li>• Assist in ensuring 100% price integrity in the department. Complete Safe Food Pro</li> </ul> |
| <b>CULTURAL</b>   | <ul style="list-style-type: none"> <li>• Contribute effectively as a team member.</li> <li>• Live the store values.</li> </ul>  |

## 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

- 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.
- Good command of written and spoken English
- Good basic maths skills

### DESIRED

- Unit standards 497, 167 & 168
- Bakery, food retail, fresh food and/or customer service experience

## SIGNATURE

I have read and understood this Job Description:

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

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

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