

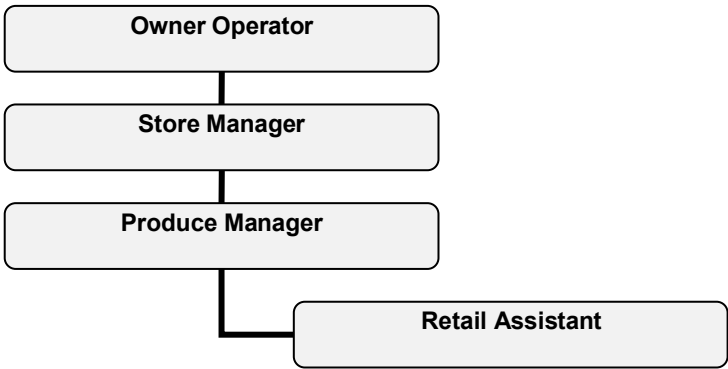


# SCHEDULE TWO

## JOB DESCRIPTION

<b>POSITION TITLE</b>	Retail Assistant
<b>STORE</b>	Te Awamutu
<b>DATE</b>	6 May 2026
<b>REPORTS TO</b>	Produce Manager
<b>PURPOSE OF POSITION</b>	The primary role of the Retail Assistant is to pack, present and merchandise to ensure that the range and sufficient quantity of fresh product is available for sale at the correct price at all times as well as ensuring the department is kept 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
- Department Manager/2IC and Supervisors
- Team members
- Other store staff

#### EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

### ACCOUNTABILITIES

#### OPERATIONAL

- Complete the tasks of a Retail Assistant, including (but not limited to):
- Assisting in the loading and unloading of produce deliveries in a timely fashion
  - Take appropriate temperature checks and record in Safe Food Pro.
  - All inwards goods items are marked off, temperature checked and put away appropriately reducing wastage, mark-downs and stock loss.
  - Assisting in the pre-packing of produce as required for sale.
  - Fill the displays / shelves with produce stock and always follow all merchandising standards.
  - Rotate stock – FIFO – first in first out
  - Clean the department area, remove rubbish bins and keep work areas tidy as directed and record on Safe Food Pro
  - Assist with completing stock takes as required.
  - Effectively resolving all customers related enquiries and complaints / take these to the Service Desk or Duty Manager as required.
- Work across different departments as directed by a Manager/Supervisor or Duty Manager

#### 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.
- Assisting in ensuring 100% price integrity in the department through maintenance of appropriate signage and pricing.

- 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
- 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

- Flexible - adapts to changing circumstances, work assignments, and accepts new ideas and initiatives
- Tolerates ambiguity
- Adaptable - 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 the 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 and 167
- Customer service experience
- Food retail and/or fresh food experience.

## SIGNATURE

I have read and understood this Job Description:

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

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

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