



Supermarket Assistant Job Description

Reports to relevant Department Manager

Purpose of the Supermarket Assistant Role

The Supermarket Assistant is responsible for ensuring the store is presented in an appealing manner at all times, thereby encouraging customers to make purchases. They are also responsible for handling customer enquiries/complaints and using their product knowledge/customer service skills to make sales/encourage repeat business and assist in ensuring all deliveries and transactions are processed appropriately and in a timely manner. The role is also responsible for assisting in the production of specific department products as well as ensuring all related food safety, health and safety and compliance standards are adhered to at all times. They will also be required to work in other departments of the store when needed.

Main Responsibilities

Operational:

- Follow instructions of the Department Manager, Assistant Manager and Supervisors.
- Contribute effectively as a member of the team.
- Customer-focused, all interactions dealt with in a timely and professional manner.
- Assist in the housekeeping of the department when required.
- Enhance the image of the department by the implementation of agreed standards of display and presentation of stock.
- Ensure all paperwork is completed on time, accurately and delivered to the right person.
- Adhere to all House Rules including uniform and attendance.

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.
- Report any compliance challenges to the Manager or Supervisor.
- Follow processes for back to work injury management.

Financial:

- Ensure wastage is recorded accurately where appropriate.

Cultural:

- Contribute and support the Manager, the store and other departments.
- Support and display the store mission and its four values in every aspect of the role.



You will have a review every six months with the relevant Department Manager to discuss and measure how you are going with your performance.

Organisational Structure

