



## Job Description

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| <b>Job Title</b>    | Checkout Supervisor                                                                                                                            |
| <b>Department</b>   | Checkout                                                                                                                                       |
| <b>Reports to</b>   | HR Manager                                                                                                                                     |
| <b>Role Purpose</b> | Supervise and coordinate checkout staff on shift; process customer transactions at point of sale and maintain checkout area and front of store |
| <b>Store values</b> | In it together<br>Above the line<br>Courageous<br>Think Customer                                                                               |

The key responsibilities described below are a broad overview of the responsibilities the role entails and are not intended to be all-inclusive. The responsibilities of the role may change from time to time in response to operational requirements and to meet the ongoing needs of the store.

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| <b>Key responsibilities</b> | <ul style="list-style-type: none"> <li>• Scan customer items through checkout tills and pack bags</li> <li>• Process payments via cash, credit/debit card, gift voucher and manage cash drawer</li> <li>• Verify and approve age-restricted goods (alcohol and tobacco)</li> <li>• Check for counterfeit cash notes, keep checkout zone secure</li> <li>• Coordinate and maintain checkout area cleanliness and stock</li> <li>• Supervise and coordinate checkout team during lead checkout shift</li> <li>• Support and assist checkout and grocery team members</li> <li>• Manage customer flow through Self-Checkout (SCO) and tills</li> <li>• Monitor and respond to queries at the customer service desk</li> <li>• Perform store opening and store closing procedures and support daily till balancing and perform Glory machine processes</li> <li>• Respond to customer complaints and queries</li> <li>• Process customer pricing complaints</li> <li>• Follow store health and safety and food safety processes</li> <li>• Manage checkout promotional and customer signage displays</li> <li>• Maintain and manage trolley area's</li> </ul> |
| <b>Skill requirements</b>   | <ul style="list-style-type: none"> <li>• 1+ years' checkout experience</li> <li>• 1+ years supervisor experience or demonstrated ability to lead and supervisor</li> <li>• 3+ years' retail experience</li> <li>• Physically fit and able to perform all tasks and responsibilities of the job</li> <li>• Good mathematical ability</li> <li>• High attention to detail</li> <li>• Intermediate level of computer literacy</li> <li>• Strong verbal and written communication skills</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Key attributes</b>       | <ul style="list-style-type: none"> <li>• Strong customer service skills</li> <li>• Good team player</li> <li>• Strong work ethic</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |