



Job Description

Job Title	Duty Manager
Department	Grocery
Reports to	Store Manager
Role Purpose	Oversee daily store floor operations, staff and security
Store values	In it together Above the line Courageous 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.

Key responsibilities	• Manage flow of product from the storeroom to store shelves • Maintain well stocked and faced store shelves • Manage and maintain credit areas • Role model to and coach Grocery Assistants • Supervise and monitor grocery department including online team and support fresh food departments when managers are not present • Respond to and action customer queries and complaints • Manage product recall processes • Liaise with and support Fresh Department Managers, Store people and Store Grocery Buyer • Identify and manage safety hazards • Perform end of day and store closing procedures • Support Checkout Supervisors
Skill requirements	• Hold or be eligible to hold Manager Certificate • Demonstrated high level of computer literacy • 3 + years supervisor experience • Physical fitness to perform all responsibilities of the role • Good written and verbal communication skills • Current, valid driver's license • Forklift License (F endorsement) • First Aid Certificate
Key attributes	• Ability to lead and influence • Strong organizational skills • Strong customer service skills • High attention to detail • Strong team player