



## POSITION DESCRIPTION

**Position Title:** Casual Shop Assistant  
**Classification:** Blue Mountains Food Co-op Enterprise Agreement 2013  
**Location:** Co-op Shop

### POSITION PURPOSE:

The purpose of the role is to ensure the provision of excellent customer service to members and customers of the co-op, and to support the Co-op Mission and Aims.

### RELATIONSHIPS:

**Position reports to:** Co-op Manager, Stock Coordinator, and Office Coordinator

**Staff responsibilities:** Supervision of volunteers, relief workers and schoolies as required.

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### KEY RESPONSIBILITIES:

1. Make customer service the number one priority by providing prompt, pleasant, and friendly service. This includes following up any customer complaints or feedback using agreed procedures.
2. Ensure maintenance of adequate stock levels on shop floor and that product/pricing information is correct and appropriately displayed so as to ensure that customer needs are met. This includes accepting and checking deliveries against orders and, as required, adjusting prices in accordance with established procedures.
3. Continually examine the quality and presentation of stock on display and, as required, take appropriate action. This may include removal of out-of-date stock or discounting

damaged stock, near use-by date or lesser-quality produce to ensure quick sale, and ensuring accurate recording of losses or discounts as per procedure.

4. Ensure knowledge of product lines is adequate to appropriately respond to member/customer enquiries.
5. Ensure the general appearance and cleanliness of the shop is maintained to the required standard and in a manner which creates a pleasant and safe shopping experience for members/customers.
6. Compliance with shop opening/closing and cash handling procedures to maintain security and accuracy of transaction records. This will also include setting up in the morning and cleaning at the end of the day.
7. Ensure other staff members are kept informed and advised of relevant matters (eg. shift changes, expected deliveries), to ensure provision of excellent customer service at all times. Communication should be either directly, via email and/or through effective use of the "Day Book".
8. Ensure full compliance with all Co-op policies and procedures including those relating to privacy, health and safety, food handling and hygiene.
9. Take responsibility for any irregular tasks or problems that may occur from time to time.
10. Attend training as required.
11. Carry out any other reasonable request by the Co-op manager, Stock Coordinator or Office Coordinator.

#### **KEY EXPECTATIONS:**

- To work in the Co-op's interest, and to further the Co-op's reputation.
- To abide by the decisions made by the Co-op manager and the board of directors.
- Be aware of and committed to the Co-op's aims to provide excellence in customer service at all times.
- Responsibilities are to be undertaken in consultation and co-operation with other staff members.
- To adhere to Co-op dress standards.
- To comply with health regulations and Work Health and Safety requirements at all times and take responsibility for personal safety and the safety of others at the Co-op.

## **SKILLS, ATTRIBUTES, EXPERIENCE AND QUALIFICATIONS REQUIRED:**

### **Essential**

- Demonstrated ability to provide excellent customer service.
- Recent retail and point of sale experience.
- Demonstrated knowledge of or interest in whole foods.
- Organizational and problem solving skills plus ability to effectively prioritize.
- Ability to use initiative and manage competing demands in a busy dynamic environment.
- Strong analytical, numeracy and cash handling skills.
- Confident computer skills with the ability to use a range of different computer programs.
- Physical fitness.
- Strong personal communication skills.
- Demonstrated ability to work independently and as part of a team.
- Commitment to the mission, aims, and values of the Food Co-op.

### **Desirable:**

- Co-op volunteer experience.
- Membership of the Co-op (or willingness to join).

### **PHYSICAL DEMANDS:**

- Shift/lift/cart fruit, vegetables and bulk produce. The position holder will be required to safely lift weights of up to 25kg.
- Climb step ladders.
- Stand and work on feet for extended periods of time.