



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Casual After School Worker “Schoolie”</b>
<b>Classification:</b>	<b>Blue Mountains Food Co-op Enterprise Agreement 2013 Junior</b>
<b>Location</b>	<b>Co-op Shop</b>
<b>Hours:</b>	<b>Rotating Roster</b>

### Overview

The Blue Mountains Food Co-op aims to provide its members and the wider community with good quality, affordable food, with an emphasis on certified organic, bio-dynamic, fair-trade, and environmentally responsible produce and products.

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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 information is correct and appropriately displayed. This includes receiving and checking deliveries against orders in accordance with established procedures when required.
3. Ensure knowledge of product lines is adequate to appropriately respond to member/customer enquiries.
4. 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.
5. Ensure other staff members are kept informed and advised of relevant matters (e.g. Any problems, customer complaints, deliveries, etc), to ensure provision of excellent customer service at all times. Communication should be either directly and/or through effective use of the “Day Book”.

6. Ensure full compliance with all Co-op policies and procedures including those relating to health and safety, food handling and hygiene.
7. To attend training as required.
8. Carry out specific after school tasks.
9. Carry out any other reasonable requests by the senior staff members.
10. Ensure compliance with all Co-op policies and procedures including those relating to health and safety.

**KEY EXPECTATIONS:**

- Be aware of and committed to the Co-op's aims to provide a friendly, personal and relaxed shopping atmosphere and excellent customer service at all times.
- To support the community, our members and our environment, and to provide a role model for ethical business practice.
- Responsibilities are to be undertaken in consultation and co-operation with other staff members.
- Standards of dress are to be adhered to and compliant with health regulations at all times.

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

**Essential**

- To adhere to the ideals, values and principles of the Food Co-op.
- Commitment to work to deliver the best possible service to our members/customers.
- Interest in whole foods.
- Organizational and problem solving skills plus ability to effectively prioritize.
- Strong analytical and numeracy skills.
- Strong personal communication skills.
- Demonstrated ability to work independently and as part of a team.
- Guardian membership (or willingness to join) of the Co-op.

**Desirable:**

- Previous experience in a retail and/or other customer-service environment.