



POSITION DESCRIPTION

Position Title: Casual Shop Assistant

Classification: Blue Mountains Food Co-op Enterprise Agreement 2013

Location: Co-op Shop

RELATIONSHIPS:

Position reports to: Store Manager, Administration Manager and Stock Coordinators

Staff responsibilities: Supervision of volunteers and schoolies as required.

KEY RESPONSIBILITIES:

1. Make customer service the number one priority by providing prompt, pleasant, and friendly service. This includes processing sales accurately through the point of sales system, respond to any customer enquiries, complaints or feedback using agreed procedures.
2. Ensure that the shop is safe for customers and co-workers- boxes on the floor, knives, spills breakages,
3. Ensure a high standard of shop presentation and cleanliness at all times. This includes, making sure that boxes are put away, floor is swept hourly, surfaces including the counter are wiped hourly, sinks cleaned
4. Maintain the quality and presentation of all stock on display and, as required, take appropriate action. This may include reviving or losing veg, removal of out-of-date stock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.

5. Make an effort to update knowledge of product lines to appropriately respond to member/customer enquiries.
6. Comply with shop opening/closing and cash handling procedures to maintain and accuracy of transaction records and to prepare the shop for the following day.
7. Ensure a high standard of attention is maintained in regard to the security of keys, tills, float tin, stock, safes and alarm system.
8. Supervise and support volunteers, and “schoolies” working in the shop and ensure satisfactory work.
9. Communicate with other staff members on relevant matters (eg. shift changes, expected deliveries, mishaps, to do list/shift handover), 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”.
10. Ensure full compliance with all Co-op policies and procedures including those relating to health and safety, code of conduct and food handling and hygiene.
11. Take responsibility for any irregular tasks or problems that may occur from time to time.
12. Attend training as required.
13. Attend staff meetings as required.
14. 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 work effectively as a team member.
- To abide by the decisions made by the Co-op managers and board.
- Be aware of and committed to the Co-op’s value statement to provide excellence in customer service at all times.
- 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.
- 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.
- Demonstrated knowledge of or interest in whole foods.
Uphold to the mission, values and commitments of the Food Co-op.

Desirable:

- Recent retail and point of sale experience.
- 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.