

## POSITION DETAILS

Position Title	Store Merchandiser
Reports to (Position Title)	Operations team leader
Department / Division	Operations
Manager	
Nature & Number of Indirect Reports	Not Applicable
Date	4 November 2022

## PURPOSE STATEMENT

Contribute to the overall success of the Company by maximising product display and merchandising opportunities that ensure Smiths Hardware Ltd's store image is world class while delivering excellence in customer service and acting in the best interests of the Company at all times

## KEY ACCOUNTABILITIES OF POSITION

Accountability Description	Measure	Weighting
1: Customer Service	<p><b>Provide customers with the highest standard of service at all times</b></p> <ul style="list-style-type: none"> <li>Ensure customers are the number one priority</li> <li>Acknowledge all customers within a three meter radius</li> <li>Answer customer enquiries and seek assistance when necessary</li> <li>Make enquiries as to the customer's project, provide specific product knowledge and give advice on the most suitable product for their circumstances</li> <li>Apply the <u>GREAT</u> principal at all times</li> </ul> <p><b>G</b>reet the customer  <b>R</b>espond to them  <b>E</b>mpathise with them  <b>A</b>sk for the Sale / add-ons  <b>T</b>hank them</p>	
2: Merchandising	<p><b>Raise and maintain in-store merchandising standards and consistency to reflect best practise</b></p> <ul style="list-style-type: none"> <li>Display stock according to merchandising guidelines and in a manner which keeps shrinkage to a minimum</li> <li>Complete merchandising requests promptly while meeting store merchandising &amp; label/ticketing standards</li> <li>Access &amp; action relevant merchandising reports frequently to ensure new items are relayed quickly and shelf gaps are kept to a minimum</li> <li>When moving and merchandising stock, ensure the items' locations and associated label settings are accurately maintained in the store's inventory management system at all times</li> <li>Analyse sales information where required to achieve appropriate sales-to-space merchandising</li> </ul>	

	<ul style="list-style-type: none"> <li>• Maintain communication with, and work alongside the merchandising projects team to achieve store merchandising objectives and inform them of potential store relay projects when identified</li> <li>• Liaise with the Operations team leader to check completed changes and to meet store merchandising objectives</li> <li>• Maintain communication and coordinate with selling department teams to meet their merchandising requirements while minimising disruption to daily store operations.</li> <li>• Maintain awareness of Dangerous Goods legislation regarding item placement and storage; ensure the store is compliant at all times.</li> <li>• Work with the store's loss prevention officer to reduce shrinkage</li> </ul>	
<b>3: Reporting</b>	<b>Maintain effective communication with your manager</b> <ul style="list-style-type: none"> <li>• Regularly discuss and set merchandising objectives &amp; targets with your manager and keep them informed of progress.</li> <li>• Present reports to management as and when required and attend meetings as requested</li> </ul>	

<b>4: Stock Management</b>	<b>Be actively involved in stock processes as required</b> <ul style="list-style-type: none"> <li>• Deal with faulty goods returns and credits as per store procedure</li> <li>• Ensure stock is correctly priced and labelled.</li> <li>• Work with selling departments and your team leader to resolve any stock integrity issues you identify.</li> <li>• Notify your manager of any damage to, or deterioration of: stock, fittings, fixtures or the building in general</li> <li>• Assist with general Operations Team duties as required</li> </ul>	
<b>5. Health &amp; Safety</b>	<b>Demonstrates safe behaviours and make sure that you and others are safe at your place of work</b> <ul style="list-style-type: none"> <li>• Treat safety as your first priority and encourage other team members to do the same</li> <li>• Learn relevant policies, procedures and work instructions and follow them</li> <li>• Keep aisles clear and safe</li> <li>• Comply with all store health &amp; safety guidelines and procedures</li> <li>• Make sure your place of work is clean and tidy – keep an open eye for hazards and report them</li> <li>• Follow safe work practices, rules and instructions and make sure you are trained before you use any company equipment</li> <li>• Wear PPE as required and directed</li> <li>• Check the safety of plant and equipment before use and report any defects</li> <li>• Report hazards, incident, near misses and work-related injuries / accidents promptly in accordance with the company's Health &amp; Safety Policy</li> </ul>	
<b>6: Self-Management</b>	<b>Project a favourable Company image through personal appearance, knowledge &amp; attitude</b> <ul style="list-style-type: none"> <li>• Wear a clean and tidy Company uniform</li> <li>• Ensure name badge is worn at all times</li> <li>• Have a positive attitude with a general willingness to help</li> <li>• Familiarise yourself with all stock items and know their features and benefits</li> <li>• Be vigilant at all times to reduce theft</li> <li>• Actively participate in training provided</li> </ul>	

WORKING RELATIONSHIPS	
Frequent People Contact	Nature of Contact and Why
<ul style="list-style-type: none"> <li>Internal / External Customers &amp; Personnel</li> <li>External Suppliers,</li> <li>Couriers / Supply Co's. etc.</li> </ul>	<ul style="list-style-type: none"> <li>Create and maintain a professional, friendly working relationship, sharing information as needed</li> <li>Deliver excellence in customer service acting in the best interests of the company at all times</li> <li>Manage all issues as they arise; maintain open communication channels and report progress</li> <li>Communicate <u>directly</u> with impacted people and carry out agreed solutions.</li> </ul>
POSITION HOLDER SPECIFICATIONS	
Competencies required:	<ul style="list-style-type: none"> <li>Friendly and approachable</li> <li>Demonstrates excellent communication skills</li> <li>Display initiative and resourcefulness</li> <li>Positive attitude</li> <li>Ability to cope under pressure and work to deadlines</li> <li>Good commercial awareness: business/results orientated</li> <li>Confident using mobile devices and computers</li> </ul>

*I acknowledge that I have read and understood the requirements of this Position Description and accept that it may not be a complete list of duties and as per clause 2.2 in my employment contract may be subject to change.*

Team Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Team Member Name: \_\_\_\_\_