

Your position title will be	Garden Centre Team Member
You'll be supported by	Zone & Team Leader
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
<p>You will be with our customers all the way, delivering exceptional customer service, assisting them in choosing products according to their needs and budget. You will apply your passion for gardening providing outcomes sought and making recommendations from your experience and knowledge. You will be focused on contributing to the overall success of our business by maximising sales, profitability and being customer obsessed.</p>	
WHAT YOU'LL DELIVER	
<p>Customer service (#WinInCX)</p> <ul style="list-style-type: none"> Ensuring our customers always feel welcome by acknowledging, helping them connect with the right experts and focusing on their positive experience throughout their visit Create 'epic' experiences for our customers that make their shopping journey simple, easy, and brilliant when it matters Creating moments of 'surprise' and 'delight' to make our customers feel valued, and ensuring they know we've got their back When customers have been waiting, acknowledge their wait time & respond accordingly Provide technical information on products in the department, across features & benefits and price ranges Answer questions and queries from customers and make recommendations where appropriate Positively promote products and advise customers of special promotions on offer Focus on providing customer service excellence, ensuring the customers' satisfaction through sales assistance, level of service and problem resolution processes Always apply the GREAT technique when interacting with customers: Greet the customer, acknowledge all customers Respond to them Explain features & benefits Ask for the Sale / add-ons Thank them Understand & deliver the Mitre 10 Price Promise, as required Understand and drive the company VPV culture & mindsets throughout the store Excellent knowledge of general store layout and being able to direct customers to the appropriate sections of the store 	
<p>Operational</p> <ul style="list-style-type: none"> Ensure product in your area is replenished as required maintaining high merchandise presentation standards, and enabling seamless experience for our customers Regularly check stock levels, assist to ensure stocktake is completed on time ensuring an accurate stock file. Efficiently notify management of any shortages, surpluses and/or product requests and arrange for stock to be reordered as requested Maintain current POS ensuring that all products are ticketed with the correct size ticket, at the current price Be actively involved in stock processes as required for your department, ensuring incoming and outgoing stock is processed correctly Monitor and fulfil orders with in-store merchandise within the allocated timeframes, clearly communicating the completion of orders to the customer. You will assist in packing orders according to the packaging requirements and will complete order fulfilment activities through to the customer receiving their purchase Communicate & support the fulfilment of inter-store transfers Complete regular price verifications to ensure up to date and current pricing is maintained Report to management any unusual, extreme, or unacceptable price or stock variations 	

Operational continued

- Ensure stock rotation
- Assist when required with daily department walkthroughs to identify tasks and prioritise workloads
- Make recommendations on products to order
- Keep department displays and end caps looking full
- Ensure recently received stock is merchandised into the department in a timely manner
- Identify any stock or pricing issues and resolve in consultation with Garden Centre Supervisor
- Deal with damaged/faulty stock returns and credits in accordance with Company policy
- Keep updated on store promotions paying attention to the key start and end dates, updating and the removal of marketing materials
- Set up store promotions and EXPOs to an exceptional standard to maximise sales
- Ensure there are adequate stock levels, for both local and national marketing, for all promotions and that all the stock is in a prominent position
- Liaise with appropriate Support Centre personnel when required
- Minimise the amount of SLOB stock held in the store via effective merchandising
- Any other duties or responsibilities that your manager feel is appropriate given your role and skills.

Team support

- Engage in a positive team culture
- Follow systems in place to ensure team members are kept up to date with the latest company policies, procedures & promotions
- Regularly give constructive feedback on your team members interactions with others
- Communicate any issues to the management team with a great sense of urgency
- Participate in your department meetings, engage in an open and approachable manner
- Promote our One Team value & Mindset

Security/Loss prevention

- Full awareness of your surroundings to ensure the safety and security of yourself, store product and your teammates, reporting any suspicious characters or security concerns immediately to duty management
- Follow the Customer Centred Service training to acknowledge every customer to act as a deterrent for those who are acting suspiciously
- Complete the 'Loss prevention & Robbery prevention safety skills' eLearning's
- Be vigilant at all times to reduce theft

Learning and development

- Be actively involved in training to support your learning and as an operational requirement of the role
- Adhere to completion dates for all relevant eLearning modules for your department
- Adhere to training requirements and completion of all relevant standard operating procedures for your department
- Actively participate in your individual performance development review.
- Help develop a succession plan for your department
- Complete 30,60,90 day reviews as and when required
- Adhere to training requirements, completion dates as directed by the Company

Compliance management

- Maintain compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role
- Show integrity in following all Mitre 10 Ltd Policies and Procedures including all Health and Safety guidelines
- Maintain knowledge of the necessary legislative governances i.e. Privacy Act, Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them
- Communicate issues of concern to the Retail Manager ensuring that non-compliance is escalated and addressed
- Ensure all company legislative security procedure in relation to data integrity are adhered too

Administration

- Monitor, action & respond to emails
- Complete all administrative duties efficiently and to a high standard
- Maintain a professional email etiquette
- Maintain all relevant correspondence in relation to eLearning and SOP paperwork
- Assist in the maintenance of noticeboard areas, ensuring that up to date information is displayed and present

Self-Management and other duties

- Project a favourable Company image through personal appearance, knowledge, attitude and language
- Wear a clean and tidy Company uniform including a name badge
- Have a curiosity to grow your own personal knowledge and actively participate in personal training provided
- Take responsibility for personal time management to ensure that all required tasks are completed in a timely manner
- Have positive attitude and present a willingness to work across multiple or different departments
- Any other duties or responsibilities that your manager feel is appropriate given your role and skills.
- Show integrity in following all safety and store policies and procedures

Health and safety

- Assist contractors & visitors when reporting, signing in & out, direction to departments & managers as required.
- Demonstrate safe behaviours and make sure that you and others are kept healthy and safe at your place of work
- Keep aisles clear and safe
- Follow safe work practices, standard operating procedures, rules and instructions
- If there is something you don't know, or if you have any health and safety concerns, ask your manager or the health and safety manager in the first instance
- Notify Health & Safety Manager of any damage to, or deterioration of stock, fittings, fixtures and the building in general
- Only use equipment or do tasks you have been trained and are authorised for
- Use all safety gear (including PPE) that is needed for the task
- Maintain a clean and orderly work area
- Be in a fit mental and physical state to do your job
- Monitor ecoPortal to fix any issues, and sign off any team members injuries in a timely manner
- Report all injuries, incidents or anything unsafe (hazards) immediately (ecoPortal - Health, Safety & Wellbeing)
- Participate in personal Return-to-Work plans when applicable
- Always be aware of health and safety risks. Take 10 seconds to pause and assess the risks before starting any work. If anything is different, unsafe or dangerous then address this immediately – speak to a manager if you need assistance

CORE CAPABILITIES YOU NEED

- Deliver excellence in customer service acting in the best interests of the company
- Communicate with everyone effectively and carry out agreed solutions
- Manage issues as they arise, reporting them to your manager as appropriate and maintaining open communication channels
- Create and maintain professional, friendly working relationships, sharing information as needed
- Typically has horticulture qualification and/or significant horticulture experience

MINDSETS, HABITS AND BEHAVIOURS YOU NEED

- Work collaboratively with your fellow teammates, both within your team and across other departments
- Flexibility and adaptability
- Be open to learning and new ways to continuously improve.
- Be customer obsessed, ensuring they take priority over other tasks and busy-ness.
- Present yourself positively, through personal presentation and attitude.

TECHNICAL SKILLS YOU HAVE

- Effective selling techniques to maximise sales
- Knowledge and interest to learn about all the products within your assigned department, and know their features and benefits
- Merchandising techniques
- Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them

YOUR ROLE SCOPE

Number of direct reports: Approx 0

HOW WE DO THINGS HERE AT MITRE 10

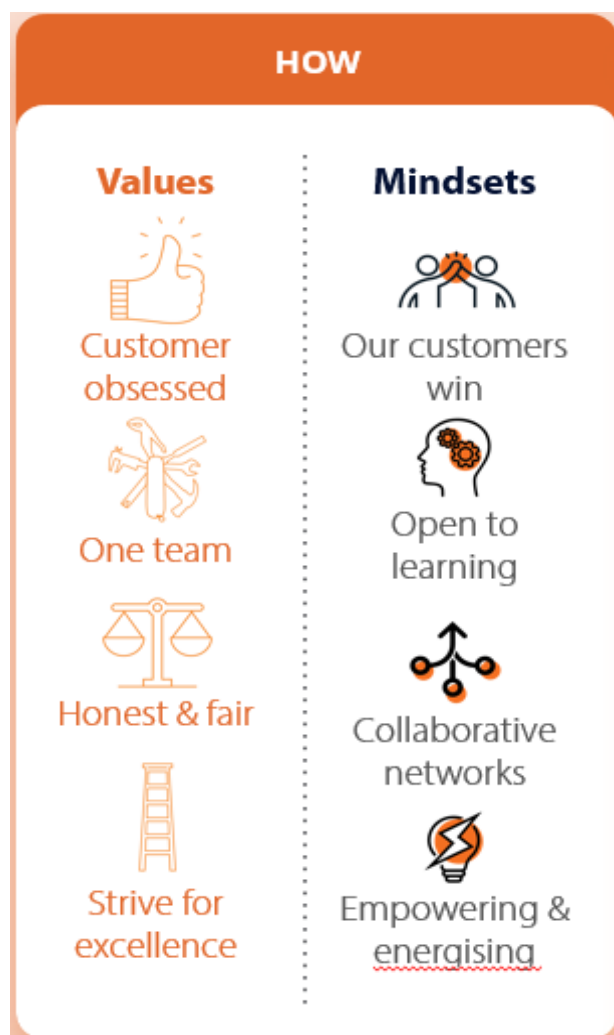
- We live by our values in how we are with one another as one team and with our customers
- We all play an active part in our health, safety & wellbeing obligations, following guidelines and procedures and always working in a safe way
- We all know the guidelines we're working within to help us stay on track (policies and procedures)
- We all muck in and help with whatever needs doing

YOUR ACKNOWLEDGEMENT

Name:

Signed:

Date:



Shaping our culture by adapting the way we choose to show up in our daily work and interactions



We thrive in an environment that is... **EMPOWERING & ENERGISING**

We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.



We'll do the best work through our... **COLLABORATIVE NETWORKS**

Thinking in departments and silos means we're missing out on all the great skills and insights from other teammates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.



We are courageous by being... **OPEN TO LEARNING**

We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.



We are focused and driven so... **OUR CUSTOMERS WIN**

We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.

