



POSITION DESCRIPTION

Your position title will be	Trade Yard Team Member
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You'll be supported by	Trade Yard Supervisor & Trade Manager
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HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY

You'll be focused on assisting our DIY and trade customers when visiting our trade department by ensuring exceptional customer service, so our customers know we are with them all the way and leave our store satisfied they got what they came for. You will be focused on contributing to the overall success of our business by maximising sales, profitability and being customer obsessed. You will also drive our Vision, Purpose and Values + Mindsets and always act in the best interest of the Company and its people.

WHAT YOU'LL DELIVER

Customer service (#WinInCX)

- 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 engage in the company VPV culture & mindsets

Operational management

- Assist in store opening and closing procedures while ensuring that all specified security policies and procedures are adhered to
- Assist with prioritizing the daily workflow
- Work closely with key team members to support the completion of pick slips & orders
- Ensure attention to detail when picking orders and communicate any issues in a timely manner
- Assist with all reporting when required including no bin location, negative stock, GAP management & stocktake
- When using the PDA, ensure accuracy of the product that is scanned. Make sure it matches the screen description correctly and handle as appropriate
- Assist with the general housekeeping of the trade yard i.e. emptying bins, sweeping floors, stacking empty pallets & removing recycling
- Keep updated on store promotions paying attention to the key start & end dates updating & the removal of marketing materials
- Assist in taking responsibility for your department to ensure product in your area is replenished as required, maintaining high merchandise presentation standards, and enabling a seamless experience for our customers
- Clearly communicate with the checkout team customer orders being complete or any issues with stock & supply
- Treat product and stock with care at all times to maintain a sellable condition
- Assist with unloading of incoming stock from suppliers

- Follow all Company procedures and policies for documentation of processing orders
- Assist with loading stock for Mitre10 deliveries

Operational management continued

- Communicate and follow store procedures for damaged stock and action in a timely manner

Team Support

- Follow instructions and direction from Trade Yard Supervisors in a with a positive attitude
- Engage in a positive team culture
- Participate in Trade ‘toolbox meetings’, attend other meetings as required/requested, add value to these through positive participation
- Communicate any issues to the management team with a great sense of urgency
- Promote our One Team value & Mindset
- Share knowledge and support team members to add value to the trade department
- Work collaboratively with all trade team members to ensure the effective, efficient & productive running of the trade department
- Communicate appropriately and effectively with other employees

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
- Report anyone who attempts to offer you a bribe in return for allowing goods to pass through the checkout without being scanned

Training and development

- Adhere to the completion of all relevant E-learning modules
- Adhere to the completion of all relevant Standard operating procedures
- Ensure you raise any personal training needs with your supervisor in a timely manner
- Actively participate in your personal performance development review Adhere to training requirements, completion dates as directed by the Company
- Have a curiosity to grow your own personal knowledge and actively participate in personal training provided

Compliance management

- Maintain compliance with all internal and external policies and procedures that govern the store’s activities as they relate to your role
- Comply with all Company policies and procedure related to IT use and maintenance
- 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 Trade Supervisor or Trade Manager ensuring that non-compliance is escalated and addressed
- Ensure all company legislative security procedure in relation to data integrity are adhered too

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 positive attitude with a general willingness to help
- Take responsibility for personal time management to ensure that all required tasks are completed in a timely manner
- Maintain flexibility in your availability to support your team as required
- 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

- 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
 - Only use equipment or do tasks you have been trained and are authorised for
- Health & safety continued**
- 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
 - 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
 - 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	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • 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 • Ability to supervise and coach, building trust and respect within your team • Confidence to step up as required to take on operational duties to ensure the store is effectively managed and maintained 	<ul style="list-style-type: none"> • Empower decision making enabling your team to fly and do their best work. • 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. • Passion for safe work processes and behaviours
TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • 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 • Proven expertise in managing a customer service department • Comfort using computer & mobile devices • Leadership experience , with the ability to energise a team to excel and give it their best 	<p>Number of direct reports: Nil</p> <p>Budget ownership: Nil</p>
HOW WE DO THINGS HERE AT MITRE 10	
<ul style="list-style-type: none"> • 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 	

HOW

Values



Customer
obsessed



One team



Honest & fair



Strive for
excellence

Mindsets



Our customers
win



Open to
learning



Collaborative
networks



Empowering &
energising

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.



YOUR ACKNOWLEDGEMENT

Name:

Signed:

Date: