



POSITION DESCRIPTION

Your position title will be	Team Member / Retail Service Assistant
You'll be supported by	Team Leader/Supervisor

HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY

You'll be with our customers all the way, delivering exceptional customer service, assisting them in choosing products according to their needs, budget and outcomes sought and making recommendations.

You will be focused on contributing to the overall success of our business by maximising sales, profitability and providing quality customer service.

WHAT YOU'LL DELIVER

- 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
- Applying your passion for home improvement, knowledge, and expertise to help our customers with all their project needs.
- Ensuring our customers always feel welcome by acknowledging, helping them connect with the right experts and focusing on their positive experience throughout their visit.
- Curiosity to grow product knowledge and share information with customers and co-workers
- A willingness to work across multiple or different departments as needed
- Communication of issues and concerns to the leadership team with a great sense of urgency
- Replenish product throughout the day maintaining high merchandise presentation standards and enable a seamless experience for our customers
- 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
- Openness to working in other areas of the store as required.
- Integrity in following all safety and store policies and procedures
- Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role, including Health & Safety guidelines and procedures.
- Any other duties or responsibilities that your manager feel are appropriate given your role and skills.

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Effective selling techniques to maximise sales • Knowledge or 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 	<p>Number of direct reports: Nil</p> <p>Budget ownership: Nil</p>

HOW WE DO THINGS HERE AT MITRE 10

- We live by our values and mindsets 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



<p>We thrive in an environment that is...</p> <p>Empowering & energising</p> <p>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.</p>	<p>We'll do the best work through our...</p> <p>Collaborative networks</p> <p>Thinking in departments and silos means we're missing out on all the great skills and insights from other team mates. 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.</p>
<p>We are courageous by being...</p> <p>Open to learning</p> <p>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.</p>	<p>We are focused and driven so...</p> <p>Our customers win</p> <p>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.</p>