

POSITION  
DESCRIPTION

## POSITION DETAILS

Position Title	Team Supervisor
Reports to (Position Title)	Retail Manager
Department / Division	Retail
Nature & Number of Direct Report	10-25
Nature & Number of Indirect Reports	0-100
Date	April 2018

## PURPOSE STATEMENT

**This role is focused on contributing to the overall success of the business by maximising sales and profitability, providing leadership and development of a team and lead the Customer Centred Service ethos by providing quality customer service.**

The primary purpose of this role is to:

- Assist the Store / Retail Manager to achieve department targets with respect to sales, margins, expenses, profits and services
- Focus on provision of excellent customer service, ensuring the customers' satisfaction with sales assistance, level of service and conflict/problem resolution processes
- Supervise workflow, staffing levels and day to day operational requirements for the department.
- Support the Manager with staff supervision responsibilities, including recruitment, coaching, training, and performance management.
- Maintain visual merchandise presentation standards within the store

## KEY ACCOUNTABILITIES OF POSITION

Accountability Description	Measure
<b>1: Customer Service</b>	<b>Ensure customers feel they are the number one priority</b> <ul style="list-style-type: none"> <li>▪ Always acknowledge customers with a smile or greeting</li> <li>▪ Answer customer enquiries and seek assistance when necessary</li> <li>▪ Understand and deliver on the Mitre 10 Price Promise</li> <li>▪ Understand and deliver the 'Easy As' customer experience throughout the store</li> <li>▪ Understand the Customer Centred Service and 'Voice of the Customer' culture throughout the store</li> <li>▪ Follow the appropriate business brand standards and applicable manuals</li> <li>▪ Deal with customer complaints promptly and professionally</li> </ul>
<b>2: Operational Management</b>	<b>Ensure the store is effectively managed and maintained at all times</b> <ul style="list-style-type: none"> <li>▪ Deal promptly with all complaints to ensure customer satisfaction is maintained</li> <li>▪ Assist in managing the store in a professional manner and take responsibility for the efficient running of the store in the absence of the Senior Management team</li> <li>▪ Actively participate in Duty Management of the store, including responsibility for key holding</li> <li>▪ Ensure the store adheres to Company and legislative operating policies and procedures, e.g. housekeeping, merchandising. Constantly review working practices and recommend improvements.</li> <li>▪ Assist in store opening and closing procedures</li> <li>▪ Ensure all specified security procedures and policies are adhered to</li> <li>▪ Ensure cash handling routines are adhered to at all times</li> </ul>

<b>3: Team Management</b>	<p><b>Manage department team members in a way that maximises their productivity, and quality of work</b></p> <ul style="list-style-type: none"> <li>▪ Supervise and provide direction to department team members</li> <li>▪ Liaise with line manager to ensure department goals and targets are being achieved and that Company policies are complied with</li> <li>▪ Have systems in place to ensure team members are kept up to date with the latest company policies, procedures and promotions</li> <li>▪ Undertake daily department walkthroughs to identify tasks and prioritise workloads</li> <li>▪ Allocate daily duties to team members</li> <li>▪ Encourage and support learning and developing for your people, ensuring they complete a range of eLearning modules (and other learning solutions) to increase their knowledge and ultimately increasing sales and service</li> <li>▪ Regularly giving constructive feedback on their interactions with others</li> <li>▪ Carrying out regular performance reviews, explaining clearly expectation of performance and standards, setting key objectives that are linked to the organisation's strategy and holding people to account</li> <li>▪ Develop a succession plan for your department and develop the team towards their full potential.</li> <li>▪ Encourage each team member to be actively involved in a store committee in line with their development plans</li> <li>▪ Ensure team members work in a safe manner through completing risk assessments and safety training such as safe operating procedures</li> <li>▪ Develop a positive culture of customer service excellence and compliance to store presentation standards within your team</li> <li>▪ Assist with driving and implementing the Mitre10 VPV culture throughout the store</li> </ul>
<b>4: Merchandising</b>	<p><b>Have the overall responsibility of all stock movement, displays, POS and general standards in the department</b></p> <ul style="list-style-type: none"> <li>▪ Ensure stock is merchandised correctly to take advantage of impulse sales.</li> <li>▪ Ensure EXPOs are tied up on time and arrange any supporting activities to coincide with these events (eg. Face painting or bouncy castle)</li> <li>▪ Ensure displays adhere to Company guidelines.</li> <li>▪ Ensure POS is current.</li> <li>▪ Ensure all products are ticketed with the correct size ticket, at the current price.</li> <li>▪ Report to management any unusual, extreme or unacceptable price or stock variations</li> <li>▪ Maintain outstanding housekeeping standards</li> </ul>
<b>5: Stock Management</b>	<p><b>Have the overall responsibility of all stock movement in and out of the department</b></p> <ul style="list-style-type: none"> <li>▪ Maintain core compliance in your department</li> <li>▪ Ensure stock is rotated as required</li> <li>▪ Ensure sufficient stock is ordered to support promotions</li> <li>▪ Make recommendations on products to order</li> <li>▪ Liaise with inventory control and management to ensure your department has the correct stock in suitable quantities for the given run rate</li> <li>▪ Ensure effective and accurate stock takes</li> <li>▪ Maintain a good relationship with suppliers keeping updated on new products available</li> <li>▪ Ensure all items in stock are on display</li> <li>▪ Manage SLOB stock to acceptable levels</li> <li>▪ Keep the team updated on upcoming promotions and ensure promotions are tied up suitably and on time and removed on time</li> <li>▪ Be aware of competitor activity and promotions and react accordingly in consultation with management</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ensure recently received stock is merchandised into the department in a timely manner</li> <li>▪ Identify any stock or pricing issues and resolve in consultation with inventory management</li> <li>▪ Process damaged stock / returns in accordance with Company policy</li> </ul>
<b>6: Administration &amp; Reporting</b>	<p><b>Have overall responsibility for ensuring all administration processes are completed accurately and efficiently</b></p> <ul style="list-style-type: none"> <li>▪ Ensure incoming and outgoing stock is processed correctly</li> <li>▪ Assist accounts payable and payroll with enquiries</li> <li>▪ Present reports to your line manager as and when required and by the deadline specified</li> <li>▪ Attend meetings as requested</li> </ul>
<b>7: Security</b>	<p><b>Maintain full awareness of your surroundings at all times with regard to security issues</b></p> <p><i>When working on checkouts:</i></p> <ul style="list-style-type: none"> <li>▪ Keep registers closed and secure at all times except when processing a transaction</li> <li>▪ Ensure cash levels within the registers do not exceed the specified limit and request uplifts when required</li> <li>▪ Be constantly vigilant of people around the register area and report any suspicious characters or security concerns immediately to duty management</li> <li>▪ Report anyone who attempts to offer you a bribe in return for allowing goods to pass through the checkout without being scanned</li> <li>▪ Adhere to company cash handling / transaction processing procedures at all time</li> </ul> <p><i>At all other times:</i></p> <ul style="list-style-type: none"> <li>▪ Maintain an awareness of those people that present a shrinkage risk to the store</li> <li>▪ Following the Customer Centred Service training to acknowledge every customer in store - to act as a deterrent for those who are acting suspiciously</li> <li>▪ Be vigilant at all times to reduce theft</li> <li>▪ Actively participate in profit protection training / committees in store</li> </ul>
<b>8: Compliance Management</b>	<p><b>Understand and adhere to all compliance requirements, internal &amp; external, that govern the Company's activities</b></p> <ul style="list-style-type: none"> <li>▪ Comply with the stores Policies and Procedures</li> <li>▪ Comply with all Health &amp; Safety guidelines and procedures</li> <li>▪ Maintain knowledge of the necessary legislative governances i.e. Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them</li> <li>▪ Comply with Mitre 10 Policies and Procedure and Operational Brand Standards</li> </ul>
<b>9: Self-Management and Other Duties</b>	<p><b>Project a favourable Company image through personal appearance, knowledge &amp; attitude</b></p> <ul style="list-style-type: none"> <li>▪ Wear a clean and well-presented Company uniform</li> <li>▪ Ensure your name badge is worn at all times</li> <li>▪ Have a positive attitude with a willingness to help</li> <li>▪ Actively participate in training provided</li> <li>▪ Multi-skill/cross train in different departments to increase your level of knowledge and experience, enabling you to deliver exceptional service to customers whichever department you are assigned to</li> <li>▪ Fulfil other duties as required</li> <li>▪ Assist in customer service in store as required</li> </ul>

<b>10: Health &amp; Safety</b>	<p><b>Demonstrate safe work processes and behaviours, and ensure these are followed by all team members and contractors in their place of work</b></p> <ul style="list-style-type: none"> <li>▪ Report to manager any incidents and injury of any team member, contractor or customer</li> <li>▪ Report to manager any significant hazard requiring risk management and ensure appropriate steps are taken to this</li> <li>▪ Ensure compliance with stores safety procedures and standards</li> <li>▪ Proactivity facilitate Return to Work plans if and when applicable</li> <li>▪ Specific activities should include: <ul style="list-style-type: none"> <li>○ Daily workplace, plant and operational checks</li> <li>○ All incidents are recorded</li> <li>○ Attend at least two health and safety committee meetings per year</li> <li>○ In conjunction with the health and safety representative lead any incident investigation within your department and ensure corrective actions are implemented where you are assigned responsibility</li> <li>○ Review team member performance to ensure that they are involved in all safety activities, including incident and injury reporting and reporting of new hazards</li> <li>○ Make sure all workers are using PPE as required</li> <li>○ Ensure all team members are fit for work</li> <li>○ Provide safety advice to team members and peers</li> <li>○ Participate in reviews of health and safety standards, documents and plans</li> <li>○ Communicate to team members all relevant health and safety information</li> <li>○ Follow up safety concerns brought to your attention and report back outcomes to the person/s concerned</li> </ul> </li> </ul>
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Frequent People Contact	Nature of Contact and Why
Customers	<ul style="list-style-type: none"> <li>Deliver excellence in customer service acting in the best interests of the company</li> </ul>
Team members	<ul style="list-style-type: none"> <li>Communicate with team members daily and foster a culture in line with Mitre 10 Values, Purpose and Vision</li> </ul>
Suppliers and Company Reps	<ul style="list-style-type: none"> <li>Create and maintain a professional, friendly working relationship, sharing information as needed</li> </ul>
Reporting Manager	<ul style="list-style-type: none"> <li>Manage all issues as arising, maintain open communication channels and report progress</li> </ul>

POSITION HOLDER SPECIFICATIONS		
Qualifications required	<ul style="list-style-type: none"> <li>Must be physically fit and capable</li> <li>No restrictions on lifting or handling</li> <li>Ability to work on feet for several hours at a time</li> <li>Ability to lead and supervisor a small team</li> </ul>	
Total years of experience required	<ul style="list-style-type: none"> <li>2 years of previous retail and/or supervisory experience</li> </ul>	
Technical skills required	<ul style="list-style-type: none"> <li>Intermediate computer knowledge</li> <li>Numerical skills and ability to perform basic monetary calculations</li> <li>Product knowledge required for 'Expert' level</li> </ul>	
<b>Competencies required</b> (see detail on chart below)	Working with Others	<i>Collaboration, openness, communication, teamwork, celebrating success, values based, supporting and encouraging others, building rapport, ensuring understanding</i>
	Focusing on Customers	<i>Customer focus (internal and external), knowing the industry and competition, business acumen, accountability, managing relationships</i>
	Seeing things differently	<i>Adaptive &amp; flexible, dealing with ambiguity and complexity, innovation, creativity, continuous improvement, embracing change</i>
	Driving for results	<i>Planning &amp; organising, influencing, meeting deadlines, accountability, goal/objectives setting, decision making, problem solving, prioritisation, perseverance, success focus, initiative</i>
	Leading by example	<i>Personal development and improvement, interpersonal skills, confidence, trustworthiness, integrity, honest, showing initiative, flexible and adaptable, positive, accountability</i>
	Understanding me	<i>Motivators, resilience, enthusiasm, self-awareness, emotional intelligence (EQ), personal values, curiosity &amp; willingness for learning, open to feedback, self-improvement and development, career ambition / aspirations, composure, patience</i>
	Demonstrating Expertise	<i>Technical skills, knowledge, expertise &amp; competence, financial awareness, software skill, technical learning, value add</i>

<i>‘Working with Others’</i>	<i>‘Focusing on Customers’</i>	<i>‘Seeing things Differently’</i>	<i>‘Driving for Results’</i>	<i>‘Leading by Example’</i>	<i>‘Understanding Me’</i>	<i>‘Demonstrating Expertise’</i>
<i>Collaboration (working with others), openness, communication, teamwork, celebrating success, values, supporting and encouraging others, building rapport, ensuring understanding</i>	<i>Customer focus (internal &amp; external), knowing the industry and competition, business acumen, accountability, managing relationships</i>	<i>Adaptive &amp; flexible, dealing with ambiguity and complexity, innovation, creativity, continuous improvement, embracing change</i>	<i>Planning &amp; organising, influencing, meeting deadlines, accountability, goal/objective setting, decision making, problem solving, prioritisation, perseverance, success focus, initiative</i>	<i>Personal development and improvement, interpersonal skills, confidence, trustworthiness, integrity, honesty, showing initiative, flexible and adaptable, positive, accountability</i>	<i>Motivators, resilience, enthusiasm, self-awareness, Emotional Intelligence (EQ), personal values, curiosity &amp; willingness for learning, open to feedback, self-improvement and development, career ambition / aspirations, composure, patience</i>	<i>Technical skills, knowledge, expertise &amp; competence, financial awareness, software skills, technical learning, value add</i>
<ul style="list-style-type: none"> <li>You put team goals first and like to share information, ideas and suggestions in a respectful way.</li> <li>You listen to others and consider their ideas and opinions, even if they are different from your own; you know that everyone is different and that’s a good thing.</li> <li>You treat others as you would like to be treated, or better.</li> <li>You’re good at getting your ideas and feedback across (verbally or in writing) using simple language that everyone will understand. You ensure you’re giving the right message to the right people.</li> <li>You are comfortable asking questions and respectfully question if you think there is a better way.</li> <li>You enjoy what you do and celebrate success. You are proud to work for the Company and champion the ‘Mitre 10 way’ wherever you go.</li> <li>You use appropriate language for the people you are talking to so that they feel comfortable, valued and respected</li> </ul>	<ul style="list-style-type: none"> <li>You enjoy connecting with our customers, making sure that you understand their needs. You always put the customer’s needs before your own.</li> <li>You pride yourself on exceeding customer expectations, always striving to deliver a better service than last time.</li> <li>You understand that we operate in a highly competitive industry, and what we need to do to be better than our competitors.</li> <li>You know about the Company’s long-term goal and you understand where we are going. You seek to understand how what you do in your role contributes to the Company’s success.</li> <li>You understand how important confidentiality is, and you take responsibility for protecting our business and our customer’s information. You always act with the customer in mind.</li> <li>You take action to eliminate causes for customer complaints, and take personal responsibility to resolve customer enquiries or complaints quickly.</li> <li>You understand, and apply, the concept of ‘Customer Centred Service’; that everything we do is driven and paid for by the customer, and they are at the centre of all our decisions.</li> </ul>	<ul style="list-style-type: none"> <li>You adapt to changes to your work environment and are willing to try new approaches rather than keep on with the status quo.</li> <li>You actively seek out opportunities to improve day to day processes and tasks, and are excited about new possibilities.</li> <li>You embrace change and pride yourself on improving your own efficiency by trying out different approaches.</li> <li>You don’t accept things the way they are, finding new and innovative ways of doing them better, discussing and agreeing these new approaches with your manager in advance.</li> <li>You talk about your concerns and opinions about change in a constructive and positive way</li> </ul>	<ul style="list-style-type: none"> <li>You’re a hard worker and always committed, even when things get tough.</li> <li>You’re enthusiastic and focus on the positive things</li> <li>You operate well at pace and are able to cope with pressure</li> <li>You act with a sense of urgency (quickly) and take personal accountability for meeting customer needs and our commitments to them.</li> <li>You think about options, weighing up pros and cons, and you involve others (within and outside your team) to make sure you’ve got the right information and take action.</li> <li>You follow up and follow through on everything you say will do.</li> <li>You use your initiative and pursue everything with energy, drive and a need to finish; you make decisions on time, under tight deadlines and pressure</li> </ul>	<ul style="list-style-type: none"> <li>You’re good at giving constructive, open feedback to others and you support your fellow team members</li> <li>When a new person joins the team, you help them with training and developing their skills; you demonstrate the right behaviours and follow the right work processes</li> <li>You’re always honest and do what you say you will; you behave in a consistent and reliable way</li> <li>You take responsibility for your actions even when things go wrong, by suggesting alternative solutions and recommending a course of action to your supervisor / manager</li> <li>You’re proud of Mitre 10 and are a role model for our values</li> <li>You maintain your composure and cope well under pressure</li> <li>You know that your attitude leads your behaviour; which in turn leads our customers’ attitudes and behaviours. You always stay positive, friendly and helpful, even when the going gets tough.</li> </ul>	<ul style="list-style-type: none"> <li>You don’t give up easily, especially in the face of resistance or setbacks, looking at alternative ways to get the desired outcome</li> <li>You look for feedback from others and respond constructively to it; you don’t over-react to criticism and take on feedback. You seek opportunities to play to your strengths</li> <li>You regularly look at your own development needs and take steps to bridge any gaps; you take responsibility for your own personal growth and development and recognise that in order to grow, you need to try different things</li> <li>You think about how your behaviour affects others and change your behaviour if necessary</li> <li>You recognise that the business is constantly evolving and that your personal development also needs to continue for you to keep pace with the business</li> </ul>	<ul style="list-style-type: none"> <li>You complete your work tasks to a satisfactory level and enjoy getting the best result</li> <li>You require only minimal supervision and occasional review from your manager</li> <li>You apply your own experience and knowledge to resolve problems and new issues to achieve a successful outcome</li> <li>You bring a range of suggestions and possible solutions to your supervisor / manager when there is a problem</li> <li>You share your knowledge and experience with those around you</li> <li>You are recognised as the ‘expert’ or ‘champion’ in your area, and pride yourself on being able to answer customers questions</li> <li>You’re keen to learn new skills and improve your knowledge so that you can help customers have a great shopping experience. You seek out possible training or learning solutions.</li> </ul>