

Your position title will be	Customer Experience Manager
You'll be supported by	Store Manager

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





You'll be focused on empowering your team to provide excellent customer service, ensuring 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.

## WHAT YOU'LL DELIVER

- Creating moments of 'surprise' and 'delight' to make our customers feel valued, and ensuring they know we've got their back.
- Focus on providing customer service excellence from every customer touch point within the store, ensuring the customers' satisfaction with sales assistance, level of service and conflict/problem resolution processes
- Review & maintain best practice processes for customer interactions including QOMs, OMNI and Repairs
- Analyse data weekly including Your Say, customer feedback and NPS scores and feedback to your team, service success and service opportunities.
- Ensure the store is fully compliant with the company's service requirements, across front-end operations.
- Oversee and audit front of store and loss prevention procedures to preserve stock integrity and ensure accurate inventory data.
- Produce business plans and progress reports in line with the overall store business plan enabling clear strategic goals and objectives.
- Development and implementation of strategies that achieve sales targets & minimise loss prevention through effective management of the store team, financial controls, operating standards and sales and marketing.
- Work alongside the Marketing Manager to plan and prioritise short, medium- and long-term marketing opportunities and in-store events with a key focus on the customers shopping experience and awareness of the Mitre 10 brand.
- Liaise with the Store Manager to ensure store goals and targets are being achieved and that Company policies are being complied with in respect of the customer experience.
- Assist in the day-to-day leadership of team members.
- Assist in managing the store in a professional and efficient manner
- Actively participate in Duty Management of the store, including responsibility for key holding.
- Ensure rosters are effectively managed and controlled to budget.
- Ensure the appropriate number of team members are assigned to service, to match the customer flow.
- Continuously monitor competitor activity and make recommendations to improve the stores sales and profitability through suggested ideas and implementation of new customer service initiatives and in-store events.
- Manage all complaints to ensure resolved quickly and efficiently and that any actions required to eliminate future complaints are implemented.
- Ensure all specified security procedures and policies are adhered to with a key focus on checkouts and cash office.
- Promote a team culture which encourages a positive working environment through adopting the appropriate managerial style of leadership, organisation and direction.
- Communication of issues and concerns to the leadership team with a great sense of urgency
- Overall responsibility for your departments to ensure product in your area is replenished as required, maintaining high standards, and enabling a seamless experience for our customers
- Collaboration with the Store / Retail / Zone Manager to achieve department targets
- Help your team through activities such as coaching, training, performance management, recruitment, and workflow management
- 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
- 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"> <li>• Excellence in customer service acting in the best interests of the company</li> <li>• Communicate with everyone effectively and carry out agreed solutions</li> <li>• Manage issues as they arise, escalating them as appropriate and maintaining open communication channels</li> <li>• Create and maintain professional, friendly working relationships, sharing information as needed</li> <li>• Ability to supervise and coach, building trust and respect within your team</li> <li>• Confidence to step up as required to take on operational management duties to ensure the store is effectively managed and maintained</li> </ul>	<ul style="list-style-type: none"> <li>• Empower decision making, enabling your team to fly and do their best work.</li> <li>• Work collaboratively, both within your team and across other departments</li> <li>• Flexibility and adaptability</li> <li>• Be open to learning and look for ways to continuously improve.</li> <li>• Be customer obsessed, ensuring they take priority over other tasks and busy-ness.</li> <li>• Present yourself positively, through personal presentation and attitude.</li> <li>• A passion for safe work processes and behaviours.</li> </ul>

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> <li>• Proven expertise in team management</li> <li>• Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them</li> <li>• Understanding of health, safety, and wellness, along with relevant practices within retail and how to keep our team mentally and physically safe, along with our customers.</li> <li>• Comfort using computer and mobile devices</li> <li>• Leadership experience, with ability to energise team to excel and give of their best</li> </ul>	<p>Number of direct reports: 4-6</p> <p>Budget ownership: ???</p>

HOW WE DO THINGS HERE AT MITRE 10	
<ul style="list-style-type: none"> <li>• We live by our values and mindsets in how we are with one another as one team and with our customers</li> <li>• We all play an active part in our health, safety &amp; wellbeing obligations, following guidelines and procedures and always working in a safe way</li> <li>• We all know the guidelines we're working within to help us stay on track (policies and procedures)</li> <li>• We all muck in and help with whatever needs doing</li> </ul>	
 <b>Customer obsessed</b>    <b>One team</b>    <b>Honest and fair</b>    <b>Strive for excellence</b>	
<p>We thrive in an environment that is...</p> <p><b>Empowering &amp; energising</b></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><b>Collaborative networks</b></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><b>Open to learning</b></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><b>Our customers win</b></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>