

# POSITION DESCRIPTION

| POSITION DETAILS                    |                             |
|-------------------------------------|-----------------------------|
| Position Title                      | Assistant Inventory Manager |
| Reports to (Position Title)         | Inventory Manager           |
| Department / Division               | Inventory                   |
| Nature & Number of Direct Report    | 2-4                         |
| Nature & Number of Indirect Reports | Approx 10-12                |
| Date                                | May 2025                    |

## PURPOSE STATEMENT

**This role is focused on contributing to the overall success of the business by optimising inventory management within the store, maximising the integrity of physical and computerised inventory records and providing quality customer service.**

The primary purpose of this role is to:

- Manage the company inventory through promotion, allocation orders, inventory integrity in conjunction with the Inventory Manager to achieve maximum profitability, growth and efficiency within all the operational aspects and procedures of the store
- Minimise expenditure and maintain firm controls on all aspects of inventory processes
- In the absence of the Inventory Manager perform key aspects of their role including but not limited to Team Management

| 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> </ul>  |
| <b>2: Stock Management</b>       | <b>Ensure all Company's orders for promotions allocations and bulk non-core stock are placed appropriately and associated systems are implemented and maintained</b> <ul style="list-style-type: none"> <li>▪ Control stock on hand budget – includes core range and non-core products</li> <li>▪ Purchase adequate and relevant stock for indent, promotional, allocated, bulk, new lines or extended range having regard for inventory budgets</li> <li>▪ Process core range replenishment when required and other procurement team member tasks as and when required</li> <li>▪ Assist the Inventory Manager to handle back to stock promotional Schedules and re-pricing as required</li> <li>▪ Coordination of container deals through from completing preparatory work, recording information to assist with future purchasing decisions, and completion</li> </ul> |

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|                                  | <p>of the administrative work (ensuring receipts balance against what was receipted).</p> <ul style="list-style-type: none"> <li>▪ Use appropriate data to determine selection of product and quantities when ordering</li> <li>▪ Ensure negotiation of best price and/or terms of trade</li> <li>▪ Maintain a constant awareness of promotional lines, allocations, etc., and implement appropriate action plans in readiness for their arrival</li> <li>▪ Follow up on promotional stock to ensure arrival in time for promotions</li> <li>▪ Create new SKUs for new products in a timely manner</li> <li>▪ Liaise with appropriate Support Centre personnel when required</li> <li>▪ Liaise with Inventory Manager to ensure store goals and budgets are being achieved and that Company policies are being complied with in respect of stock availability and pricing</li> <li>▪ Handle back-to-stock promotional schedules and re-pricing as required</li> </ul>  |
| <b>3: Operational Management</b> | <p><b>Ensure the store is always effectively managed and maintained</b></p> <ul style="list-style-type: none"> <li>▪ Ensure the highest standard of service is always provided to both internal and external customers</li> <li>▪ Deal promptly with all complaints to ensure customer satisfaction is maintained</li> <li>▪ Be able to give advice on product knowledge, queries, stock, merchandising, pricing and promotions whenever needed</li> <li>▪ Constantly review local market and suggest ways to develop business</li> <li>▪ Assist in completing promotional schedules with Store General Manager</li> <li>▪ Report any damage to, or deterioration of stock, fitments, fixtures and the building in general</li> </ul>  |
| <b>4. Administration</b>         | <p><b>Keep on top of administration processes and maintain effective communication with members of management team and team members</b></p> <ul style="list-style-type: none"> <li>▪ Report stock holding against budget</li> <li>▪ Report on sell through of products</li> <li>▪ Use strong expertise in inventory data management and reporting</li> <li>▪ Produce and present appropriate reports as and when requested by Inventory Manager or members of management team</li> <li>▪ Ensure all reports are completed and returned on time</li> <li>▪ Ensure all store paperwork is kept up to date and completed within the desired timeframes accordance with instructions, procedures &amp; policies – ensuring close-off of month end processes in the required timeframe.</li> <li>▪ Ensure the security and integrity of Company documentation is maintained in all areas</li> <li>▪ Attend meetings as requested</li> <li>▪ Assist in or carry out any other duties which may be required by line or senior management</li> </ul> |
| <b>5: Team Management</b>        | <p><b>Manage team members in a way that maximises their performance</b></p> <ul style="list-style-type: none"> <li>▪ Promote a team culture which encourages a positive working environment through adopting the appropriate managerial style of leadership, organisation and direction</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>▪ Assist in the induction and ongoing training of all team members in their duties and responsibilities</li> <li>▪ Encourage and promote continuous development and career progression of individuals through training and mentoring</li> <li>▪ Ensure all departmental teams are briefed and instructed on Company standards and policies to enable them to perform their duties to their maximum ability whilst adhering to store security policies &amp; procedures and current legislation</li> <li>▪ Ensure the training needs of team members are being met by the Company</li> <li>▪ Assist team members as needed and have a good understanding of their duties</li> <li>▪ Ensure team members are kept up to date with all relevant communications</li> </ul>  |
| <b>6: Self-Management &amp; 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 always worn</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>7: 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>8: Health &amp; Safety</b>                | <p><b>Lead a culture of continuous improvement of safety performance through identifying and managing all site and people hazards</b></p> <ul style="list-style-type: none"> <li>▪ 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, dodgy or dangerous then get this sorted out – speak to a manager if you need assistance</li> <li>▪ Set standards for incident and injury reporting and monitor that accurate reporting occurs</li> <li>▪ Lead or participate in at least five health and safety meetings per year</li> <li>▪ Review at least every six months the site's health and safety performance, including progress against safety objectives, plans and action items</li> <li>▪ Oversee and monitor safety issues, hazards and risks, and implement solutions that are consistent with safety policy and standards</li> <li>▪ Ensure the safety competence of supervisors and team members. Use the appropriate people management tools to ensure people are fit for their tasks</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>▪ Ensure a risk assessment is completed prior to the purchase of new equipment or significant change to plant or buildings or change of work processes</li> <li>▪ Ensure contractors and others working at the workplace are compliant with health and safety obligations and are communicating and collaborating where necessary</li> <li>▪ Proactivity facilitate Return to Work plans if and when applicable</li> <li>▪ Notify Worksafe NZ of any Notifiable Events and notify the CEO of Mitre 10 New Zealand Limited of any serious incidents or situations and Notifiable Events.</li> <li>▪ Report as required to Mitre 10 New Zealand any health and safety performance or compliance or risk matters</li> </ul> |
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| WORKING RELATIONSHIPS  |   |
|--|---|
| Frequent People Contact  | Nature of Contact and Why   |
| <b>Internal / External Customers</b><br><br><b>Suppliers, Company Representatives &amp; Couriers</b> | <ul style="list-style-type: none"> <li>▪ Create and maintain a professional, friendly working relationship, sharing information as needed</li> <li>▪ Always deliver excellence in customer service acting in the best interests of the Company</li> <li>▪ Manage all issues as arising, maintain open communication channels and report progress</li> <li>▪ Communicate directly with impacted people and carry out agreed solutions</li> </ul> |
| <b>Support Centre - Inventory / Supply Chain</b>   | <ul style="list-style-type: none"> <li>▪ Inventory forecasting, promotion requirements</li> </ul>   |
| <b>Support Centre - other</b>  | <ul style="list-style-type: none"> <li>▪ Collaboration, compliance and planning</li> </ul>  |

| POSITION HOLDER SPECIFICATIONS                              |   |   |
|---|---|---|
| <b>Qualifications required</b>                              |   |   |
| <b>Total years of experience required</b>                   | Minimum 2 years in similar role with administration or relevant industry experience |   |
| <b>Technical skills required</b>                            | Advanced computer skills (Microsoft Office 2010 - Word, Excel, PowerPoint)          |   |
| <b>Competencies required</b><br>(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’re great at understanding others; communicating well and establishing good interpersonal relationships. You share your thoughts, feelings and rationale so that others understand your personal view. You’re friendly, engaging and approachable.</li> <li>You are comfortable working in all areas of the business, dealing with different teams on a regular basis.</li> <li>You question and challenge any negative talk and are a strong advocate for Mitre 10, both within the Company and externally.</li> <li>You manage conflict within your team in a constructive way, ensuring the focus is on successful outcomes.</li> <li>You empower your team to develop and build their capability and take ownership for results.</li> <li>You see the value in developing your team, and focus on clear succession plans.</li> <li>You can negotiate skilfully in tough situations and achieve desired outcomes without damaging relationships.</li> </ul> | <ul style="list-style-type: none"> <li>You seek to understand current and emerging customer needs (external and internal) through feedback; you develop and test solutions; gather feedback on effectiveness, review impact and modify solutions as necessary.</li> <li>You’re focused on the competitive landscape and can articulate how Customer Service, strategy and VPV contribute to our continued success.</li> <li>You understand great service can determine commercial viability and profitability (among other factors). You evaluate business opportunities and target those with greater potential.</li> <li>You use and contribute to the Company’s resources knowing what strategy levers have the greatest operational impact, and use resources to maximum advantage. You always look to transfer value between departments across the Company.</li> <li>You take ownership of and drive your objectives; you collaborate with others to help them achieve their goals.</li> <li>You seek to grow the customer centred service spirit and commercial capability within the team by asking questions and providing coaching opportunities.</li> <li>You lead by example when customers need help, showing the team that customers come first.</li> <li>You know key customers and take time to better understand their needs.</li> </ul> | <ul style="list-style-type: none"> <li>You’re comfortable operating in unclear circumstances, and with the pace and frequency of change that comes with a retail environment; you can establish direction without always having all the answers or information.</li> <li>You view setbacks or performance gaps as a chance to learn; you take accountability to do better next time.</li> <li>You encourage others to appropriately question established processes or assumptions, seeking continuous improvement in everything you and your team do.</li> <li>You remain open to others’ ideas; recommend and use good ideas from sources outside your immediate team to solve problems; and like to take calculated risks.</li> <li>You understand the factors that make up successful change.</li> <li>You lead change and work with others to help them overcome any resistance to change they may have; you support those who feel worried, fearful or loss as a result of change.</li> <li>You try to minimise complexities or reduce the impact of change; you seek to clarify direction and make the process of change as smooth as possible.</li> </ul> | <ul style="list-style-type: none"> <li>You set challenging objectives for yourself, and those on your team, that can achieve positive results for the business. You work hard to achieve those objectives and feel great when you do.</li> <li>You can see the flow-on effect of activities and so manage work across projects and your team accordingly, coordinating with both internal and external partners. Ultimately, you ensure delivery of the outcomes.</li> <li>You proactively manage conflicting priorities and timelines, and communicate appropriately with all stakeholders.</li> <li>You’re good at identifying and understanding issues and opportunities, comparing data from different sources to draw conclusions, and developing solutions based on facts, constraints and probable consequences.</li> <li>You can use a wide range of problem solving techniques to get the right outcome for the business.</li> <li>You don’t accept mediocre performance; you actively encourage your team to achieve their full potential and hold people accountable for delivering.</li> <li>You clearly understand cross-functional objectives and the teamwork involved to achieve organisational success.</li> <li>You are passionate about growing the business and in engaging others to think big; you actively manage operational expenses, and identify opportunities for cost savings and/or revenue growth.</li> <li>You share data with your team to encourage them to understand, and own, outcomes and results drivers.</li> </ul> | <ul style="list-style-type: none"> <li>You encourage and provide constructive feedback; you’re insightful about others’ strengths and weaknesses; you understand and value individual differences.</li> <li>You ask questions to identify opportunities for team members to learn from experiences, providing appropriate support and challenge when needed.</li> <li>You empower individuals to set meaningful objectives, performance goals and measures; you use a coaching style to help clearly identify expectations and support their development needs.</li> <li>You proactively address performance issues, prioritising long term gain over short term discomfort.</li> <li>You set very clear expectations of your team from the start, letting them know exactly what performance is required of them.</li> <li>You advocate that every mistake/failure/setback provides an opportunity to do better and encourage your team to learn from the experience.</li> <li>You support Company initiatives and decisions, taking ownership and responsibility for standing by the unpopular calls.</li> </ul> | <ul style="list-style-type: none"> <li>You show significant self-insight; regularly seeking feedback, openly sharing your own development goals and tracking your progress at reaching these goals.</li> <li>You remain calm and deliberate when confronted by work-related stress or by opposition; you do not get discouraged or overreact.</li> <li>You demonstrate integrity and authenticity, and show humility; your style is informal and relaxed.</li> <li>You don’t take business decisions that negatively impact people/teams personally.</li> </ul> | <ul style="list-style-type: none"> <li>You work independently in your own operational area, providing guidance and support to others on complex matters.</li> <li>You apply a deep understanding, and full proficiency to achieve strategic objectives and initiatives.</li> <li>You act as a reference point for others on complex issues.</li> <li>You are comfortable with financial data, demonstrating a good understanding of financial concepts such as profit and loss, cash flow, income and expenditure, budgets, gross and net margin and so on</li> </ul> |