**A picture containing text, clipart

Description automatically generatedPOSITION DESCRIPTION**

|  |  |
| --- | --- |
| Your position title will be | **Front of House – Columbus Café** |
| You’ll be supported by | **Cafe Manager** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **HOW YOU’LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY** |  | |
| You may be the last person our customers interact with before they leave our cafe. Your interaction with the customer will often be the final impression they have of the overall customer experience in the store – you will be the person who ensures our customers’ last experience with us is a positive one. | | |

|  |  |  |
| --- | --- | --- |
|  | **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 * Prompt, efficient, accurate and friendly service. * Customer service, where they feel they are the number one priority, whether through a smile or greeting, aiding as required or delivering positively on company initiatives. * Efficient and accurate cash handling, ensuring all items are scanned and handled as appropriate. * Understanding of the process for all types of transactions including cash, eftpos, credit cards, gift vouchers * Keeping updated on store promotions * Regularly checking stock levels of impulse items located near and about the checkout, dealing with faulty goods returns and credits as per store process. * Knowledge of general store layout and being able to direct customers to appropriate sections, but not expected to demonstrate product knowledge. * 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. * 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** |
| * 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 | * 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** |
| * Basic computer knowledge * Numerical skills and ability to perform basic monetary calculations * Ability to work on feet for several hours at a time * Must be physically fit and capable with no restrictions on lifting products. | Number of direct reports: Nil  Budget ownership: Nil |

|  |  |  |
| --- | --- | --- |
|  | **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 | | |