

Your position title will be	Trade Department Team Member - Loss Prevention
You'll be supported by	Trade Manager

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

Contribute to the overall success of the Company by working to minimise loss of stock, and monies, while always demonstrating positive & professional behaviour.





You will be part of a well-respected Trade team preventing any intentional or unintentional theft from taking place within the department. You will ensure there is a high visibility Loss Prevention presence at Trade exit, during rostered hours. Your focus will be to reduce shrinkage by promoting Profit Protection/Loss Prevention awareness, and crosschecking goods with receipts while maintaining high level of customer service and ensuring customer/traffic flow moves efficiently.

WHAT YOU'LL DELIVER

- Absolute commitment to customer care and courtesy, meeting and greeting all customers at the designated Trade exit
- Maintain a high level of awareness of all Trade Department traffic and customers
- Receipt checking and crosschecking of all items leaving Trade department to minimise loss
- Detecting and deterring customer theft, and communicating any instances of theft, fraud and other unlawful acts of customers or team in a timely manner
- Prompt, efficient, accurate and friendly service at all times
- Providing epic experiences for our customers that make their shopping journey simple, easy, and brilliant when it matters.
- Knowledge of general store layout and being able to direct customers to appropriate sections.
- Working safely and responsibly at all times, following health and safety practices and standard operating procedures
- 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
- General housekeeping within your designated area and wider store – well presented, clean, tidy, and free of rubbish
- Any other duties or responsibilities that your manager feels are appropriate given your role and skills
- Curiosity to grow product and department 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
- Openness to working in other areas of the store as required.

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 • 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 • Quick thinking and good interpersonal skills • Assertive, but polite and helpful behaviour • Need good judgement to react effectively, efficiently and safely in stressful situations by taking the best course of action • Have good observation skills, and be alert and aware • Detail orientated, be able to spot inconsistencies and question respectfully • Demonstrate efficiency to keep customers and traffic flow moving 	<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 • Present yourself positively, through personal presentation and attitude

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • You must have a good level of fitness as the position requires you to be on your feet for most of the day • Knowledge or interest to learn about all the products within your assigned department, and know their features and benefits • 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
<ul style="list-style-type: none"> • 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 <div>  Customer obsessed </div> <div>  One team </div> <div>  Honest and fair </div> <div>  Strive for excellence </div>

We thrive in an environment that is...

Empowering & energising

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.

We'll do the best work through our...

Collaborative networks

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.

We are courageous by being...

Open to learning

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.

We are focused and driven so...

Our customers win

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.