**POSITION DESCRIPTION**

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| Your position title will be  | **Team Member / Retail Assistant** |
| You’ll be supported by  | **Team Leader / Head of Department (HOD)** |

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| **HOW YOU’LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY**  |  |  |
| You’ll be with our customers all the way, delivering exceptional customer service, assisting them in choosing products according to their needs, budget and outcomes sought and making recommendations.You will assist in the day-to-day operations of the store, including sales, merchandising, stock management, and maintaining a safe, tidy, and welcoming environment for customers and team members.You will be focused on contributing to the overall success of our business by maximising sales, profitability and providing quality customer service. |

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| **WHAT YOU’LL DELIVER**  |  |  |
| * Create epic experiences for our customers by making their shopping journey simple, easy, and outstanding — especially when it matters most.
* Deliver moments of **surprise and delight** that make customers feel genuinely valued and confident we’ve got their back.
* Use your passion for home improvement, along with your knowledge and expertise, to support customers with their project needs.
* Ensure customers always feel welcome by acknowledging them, connecting them with the right experts, and guiding them through the next steps of their project.
* Show curiosity and enthusiasm for growing product knowledge, sharing what you learn with both customers and teammates.
* Be flexible and willing to work across different departments as required to support the wider team and customer needs.
* Proactively communicate any issues, concerns, or urgent matters to the leadership team with a strong sense of urgency.
* Keep product stocked and presented to a high standard throughout the day, ensuring a seamless, hassle-free shopping experience.
* Stay alert and aware of your surroundings to protect the safety and security of yourself, customers, teammates, and store property — reporting any concerns immediately to Duty Management.
* Maintain integrity by consistently following all safety procedures, store policies, and operational guidelines.
* Comply with all internal and external policies relevant to your role, including Health & Safety regulations and procedures.
* Be open to working in other areas of the store when needed.
* Complete any other reasonable duties your manager assigns that align with your skills and the needs of the store.
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| **KEY RESPONSIBILITY AREAS**  |  |  |
| **Customer Service:*** Provide a consistently high standard of service to all customers.
* Actively listen to customer needs and provide appropriate advice, assistance, or solutions.
* Respond promptly and professionally to enquiries, concerns, or complaints, escalating where necessary.
* Maintain product knowledge to support customer service and upselling opportunities.
* Support promotional activities and loyalty programmes.
* Ensure the store environment is clean, safe, and inviting at all times.

**Sales & Merchandising:*** Process sales transactions accurately and efficiently.
* Assist with restocking shelves and displays, ensuring products are merchandised to company standards.
* Maintain product displays, signage, and promotional materials.
* Identify and report stock shortages, damages, or discrepancies.
* Increase sales through stock availability such as GAP management, stocktakes, Negative and Bin location processes.

**Health & Safety:*** Follow all company health, safety, and wellbeing policies and procedures.
* Maintain a tidy, hazard-free work environment.
* Promptly report any hazards, accidents, or incidents.
* Use equipment safely and correctly.

**Self-Management:*** Demonstrate personal responsibility for attendance, punctuality, and presentation.
* Manage time effectively, prioritising tasks to meet daily operational needs.
* Take ownership of own learning and performance, actively participating in training and feedback sessions.
* Display resilience and professionalism when faced with challenges or change.
* Contribute positively to team culture and store morale.
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|  **CORE CAPABILITIES YOU NEED**  |  **MINDSETS, HABITS AND BEHAVIOURS YOU NEED**  |
| **Customer Focus** Understands customer needs and delivers exceptional service experiences, acting in the best interests of the company **Communication** Uses clear, positive, and respectful communication with customers and team.**Teamwork** Collaborates effectively and contributes to a supportive, productive environment. Create and maintain professional, friendly working relationships, sharing information as needed**Time Management** Organises tasks efficiently to meet operational priorities.**Attention to Detail** Maintains accuracy in transactions, merchandising, and store standards.**Problem Solving**Identifies and addresses issues appropriately within role scope, reporting them to your manager as appropriate and maintaining open communication channels**Resilience** Manages stress and remains positive under pressure.**Health & Safety Awareness** Maintains personal and workplace safety, following procedures and reporting hazards.**Physical Capabilities**Maintains the physical fitness and stamina required to perform the role, including ability to be on your feet for extended periods, comfort lifting, carrying, and moving stock, including heavier items when required, and physically able to perform tasks such as bending, reaching, and using a ladder when needed.  | **Professionalism** Consistently presents a reliable, positive, approachable, and tidy appearance.**Initiative** Proactively supports customers and team without needing direction.**Accountability** Takes ownership of actions, work standards, and personal development.**Adaptability** Responds positively to change, new tasks, and shifting priorities.**Service Excellence** Is customer obsessed, ensuring they take priority over other tasks and busy-ness. Ensures customers leave satisfied and likely to return. Going over and above for our customers, provide full service to enhance their store experience i.e. taking trollies to the car to help with lifting, when required.**Collaboration** Shares information and supports team goals.**Learning Orientation** Seeks to build knowledge and improve performance through feedback. |

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| **TECHNICAL SKILLS YOU HAVE** |  **YOUR ROLE SCOPE** |
| * Effective selling techniques to maximise sales
* Knowledge or interest to learn about all the products within your assigned department, and know their features and benefits
* Merchandising techniques
* Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them
 | Number of direct reports: NilBudget ownership: Nil |

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| **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

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