

Your position title will be	Zone Leader – Plumbing, Kitchen, Lighting & Housewares
You'll be supported by	Team leader & Retail Manager
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
<p>You will be focused on maximising the efficiency of the department, by providing leadership and development of team members. You will be with our customers all the way, delivering exceptional customer service, assisting them in choosing products according to their needs and budget. Providing outcomes sought and making recommendations from your experience and knowledge. You will be focused on contributing to the overall success of our business by maximising sales, profitability and being customer obsessed.</p>	
WHAT YOU'LL DELIVER	
<p>Customer service (#WinInCX)</p> <ul style="list-style-type: none"> Ensuring our customers always feel welcome by acknowledging, helping them connect with the right experts and focusing on their positive experience throughout their visit Create '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 When customers have been waiting, acknowledge their wait time & respond accordingly Provide technical information on products in the department, across features & benefits and price ranges Answer questions and queries from customers and make recommendations where appropriate Positively promote products and advise customers of special promotions on offer Focus on providing customer service excellence, ensuring the customers' satisfaction through sales assistance, level of service and problem resolution processes Always apply the GREAT technique when interacting with customers: <ul style="list-style-type: none"> Greet the customer, acknowledge all customers Respond to them Explain features & benefits Ask for the Sale / add-ons Thank them Understand & deliver the Mitre 10 Price Promise, as required Understand and drive the company VPV culture & mindsets throughout the store 	
<p>Operational</p> <ul style="list-style-type: none"> Have overall responsibility for your department with support from your team leader Ensure product in your area is replenished as required maintaining high merchandise presentation standards, and enabling seamless experience for our customers Regularly check stock levels and assist in ensuring an accurate stock file. Efficiently notify management of any shortages, surpluses and/or product requests and arrange for stock to be reordered as requested Stocktake prep – completed on time Create and maintain an effective roster for your department to ensure it is adequately staffed at all times Review 'HumanForce' daily ensuring that timesheets are processed accurately, and all aspects of the roster are maintained Prioritize your departments workload & delegate duties to team members with clear expectations Collaboration with the GSM/Retail Manager to achieve department targets Monitor and fulfil orders with in-store merchandise within the allocated timeframes, clearly communicating the completion of orders to the customer 	

Operational continued

- Keep department displays and end caps looking full
- You will assist in packing orders according to the packaging requirements and will complete fulfilments activities through to the customer receiving their purchase
- Maintain current POS while ensuring that all products are ticketed with the correct size ticket, at the current price
- Communicate and support the fulfilment of inter-store transfers
- Be actively involved in stock processes as required for your department, ensuring incoming and outgoing stock is processed correctly
- Complete regular price verifications to ensure up to date and current pricing is maintained
- Report to management any unusual, extreme, or unacceptable price or stock variations
- Ensure stock rotation on items with expiry codes
- Make recommendations on products to order
- Ensure recently received stock is merchandised into the department in a timely manner
- Identify any stock or pricing issues and resolve in consultation with inventory management
- Deal with damaged/faulty stock returns and credits in accordance with Company policy
- Keep updated on store promotions paying attention to the key start and end dates, updating and the removal of marketing materials

Team support

- Ensure all relevant information is filtered to reward the team
- Supervise and provide direction to all department team members
- Engage and lead in a positive team culture
- Have systems in place to ensure team members are kept up to date with the latest company policies, procedures & promotions
- Work closely with the Team leader & GSM building a strong relationship to promote the effective running of the department.
- Regularly give constructive feedback on your team members interactions with others
- Encourage each staff member to be actively involved in a store committee
- Communicate any issues to the management team with a great sense of urgency
- Lead your Zone meetings, encouraging others to engage in an open and approachable manner
- Promote our One Team value & Mindset
- Lead by example

Security/Loss prevention

- 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
- Follow the Customer Centred Service training to acknowledge every customer to act as a deterrent for those who are acting suspiciously
- Complete the 'Loss prevention & Robbery prevention safety skills' eLearning's
- Be vigilant at all times to reduce theft

Training and development

- Help your team be awesome through activities such as coaching, training, performance management, recruitment, and workflow management
- Be actively involved in training to support your learning and as an operational requirement of the role
- Adhere to completion dates for all relevant eLearning modules for your department
- Adhere to training requirements and completion of all relevant standard operating procedures for your department
- Actively participate in your individual performance development review.
- Help develop a succession plan for your department
- Complete 30,60,90 day reviews as and when required
- Complete your teams PDRs, explaining clearly the expectation of performance and standards & helping to set key objectives that are linked to the organisation's strategy and holding people accountable. Ensure these are completed in a timely manner.
- Address performance issues as they arise, ensuring sufficient notes are completed
- Adhere to training requirements, completion dates as directed by the Company
- Encourage and promote continuous development and product knowledge to your team by mentoring and leading by example

Compliance management

- Maintain compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role
- Show integrity in following all Mitre 10 Ltd Policies and Procedures including all Health and Safety guidelines
- Maintain knowledge of the necessary legislative governances i.e. Privacy Act, Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them
- Communicate issues of concern to the Retail Manager ensuring that non-compliance is escalated and addressed
- Ensure all company legislative security procedure in relation to data integrity are adhered too

Administration

- Monitor, action & respond to emails
- Complete all administrative duties efficiently and to a high standard
- Maintain a professional email etiquette
- Maintain all relevant correspondence in relation to eLearning and SOP paperwork
- Assist in the maintenance of noticeboard areas, ensuring that up to date information is displayed and present
- Present reports to your line manager as and when required and by the deadline specified
- Ensure all administration is kept up to date, accurate and legible

Self-Management and other duties

- Maintain flexibility in your availability to support your team as required
- Project a favourable Company image through personal appearance, knowledge, attitude and language
- Wear a clean and tidy Company uniform including a name badge
- Have a positive attitude with a general willingness to help
- Have a curiosity to grow your own personal knowledge and actively participate in personal training provided
- Take responsibility for personal time management to ensure that all required tasks are completed in a timely manner
- Maintain flexibility in your availability to support your team as required
- Present a willingness to work across multiple or different departments
- Any other duties or responsibilities that your manager feel is appropriate given your role and skills.
- Show integrity in following all safety and store policies and procedures

Health and safety

- Assist contractors & visitors when reporting, signing in & out, direction to departments & managers as required.
- Demonstrate safe behaviours and make sure that you and others are kept healthy and safe at your place of work
- Keep aisles clear and safe
- Follow safe work practices, standard operating procedures, rules and instructions
- If there is something you don't know, or if you have any health and safety concerns, ask your manager or the health and safety manager in the first instance
- Notify Health & Safety Manager of any damage to, or deterioration of stock, fittings, fixtures and the building in general
- Only use equipment or do tasks you have been trained and are authorised for
- Use all safety gear (including PPE) that is needed for the task
- Maintain a clean and orderly work area
- Be in a fit mental and physical state to do your job
- Monitor ecoPortal to fix any issues, and sign off any team members injuries in a timely manner
- Report all injuries, incidents or anything unsafe (hazards) immediately (ecoPortal - Health, Safety & Wellbeing)
- Participate in personal Return-to-Work plans when applicable & action team member Return-to-Work plans when required
- 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, unsafe or dangerous then address this immediately – speak to a manager if you need assistance

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • Strong leadership capabilities • 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 	<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, 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
<ul style="list-style-type: none"> • Effective selling techniques to maximise sales • Knowledge and 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 	<p>Number of direct reports: Approx 10</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 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 	





The Mitre 10 Mindsets



Shaping our culture by adapting the way we choose to show up in our daily work and interactions



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 teammates. 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.



YOUR ACKNOWLEDGEMENT
Name:
Signed:
Date: