****

Containers Team Member

**POSITION DESCRIPTION**

|  |
| --- |
| **POSITION DETAILS Mitre 10 Mega Hornby** |
| Position Title | **Containers Team Member** |
| Reports to (Position Title) | **Containers Team Leader**  |
| Department / Division  | **Operations** |
| Nature & Number of Direct Report | **0** |
| Nature & Number of Indirect Reports | **0** |
| Date | **27 February 2023** |

|  |
| --- |
| **PURPOSE STATEMENT**  |

To maximise the efficiency of the Bulk Containers operation, by working in a way that ensures all stock entering and leaving the Containers is processed in an accurate and timely manner. Ensure Mitre 10’s image is protected by delivering excellence in customer service acting in the best interests of the Company at all times.

|  |
| --- |
| **KEY ACCOUNTABILITIES OF POSITION** |
| **Accountability Description** | **Measure**  | **Weighting** |
| **1:** Customer Service | **Provide customers with the highest standard of service at all times*** Ensure customers are the number one priority
* Acknowledge all customers within a three meter radius
* Answer customer enquiries and seek assistance when necessary
* Make enquiries as to the customer’s project, provide specific product knowledge and give advice on the most suitable product for their circumstances
* Apply the GREAT principal at all times

**G** reet the customer**R** espond to them**E** mpathise with them**A** sk for the Sale / add-ons**T** hank them* Answer the telephone in a polite and helpful manner within 4 rings
* Take rain-checks or order product in for customers when required
* Deliver the Mitre10 Price Promise
* Understand and deliver the Easy As customer experience throughout the store.
* Understand and drive the **Customer Centred Service** and **Voice of the customer** culture throughout the store.
* Following the appropriate operations and procedures manual when working on checkouts.
* Ensure team is multi-skilled/cross trained in different departments to increase their level of knowledge and experience, enabling the team to deliver exceptional service to customers whichever departments they are assigned to.
 | *%* |
| **3:** Stock handling controls | * Ensure stock movement is recorded appropriately
* **Ensure stock is kept inside not under tarps at the end of the day**
* Ensure stock is despatched on time and that orders are accurate
* Oversee that all stock is accounted for
* Supervise the safe storage of ordinary and promotional stock lines
* Report to management any unusual, extreme or unacceptable stock variations
* Liaise with Inventory Manager where problems with orders exist to ensure issues are resolved in a timely manner
* Process damaged stock / returns in accordance with Company policy
* Ensure all Company security procedures are adhered to
* Ensure stock is handled in a safe and appropriate manner to prevent unnecessary damage / write-offs
 |  |
| **4:** Administration Controls | * Ensure incoming and outgoing stock is processed correctly
* Maintain the inter-branch stock transfer system – ensure an efficient system where all transfers are processed regularly and in a timely manner
* Ensure procedures for dealing with promotional stock are processed accurately and efficiently
* Assist accounts payable with stock enquiries and credit requests – liaise between Department Heads and Accounts Payable to determine validity of credit requests and resolve stock problems
* Process and ensue claims are followed up according to company process
* Reporting as requested
 | *%* |
| **5:** General | **Fulfil other duties as required*** Ensure regular maintenance of Forklifts and other Containers machinery in accordance with manufacturer’s instructions
* Assist in customer service in store as required
* Handle back-to-stock promotional schedules as required
* Wear Company supplied clothing and PPE and project a favourable Company image by appearance, grooming, attitude and general helpfulness
* Assist with stock-takes as and when required
 |
| **6:** Containers Housekeeping | ***Ensure Containers requirements are met and area is maintained**** Ensure all rubbish, pallets etc., are disposed of correctly
* Ensure delivery has been put on the board for the Truck Driver to take overstocked pallets back
* Pallets to be tidy and safely stored
* Help ensure the working area is kept clean and tidy
* Ensure any damage to, or deterioration of stock, fitments, fixtures and the building in general is reported and rectified as soon as possible
* **Keep access ways clear at all times**
* Bins to be emptied each day
* **Outside areas to be kept clean**
 |  |
| **7:** Compliance Management  | * Understand and adhere to all compliance requirements, internal & external, that govern the Company’s activities
* Comply with Mitre 10 (NZ) Ltd Policies and Procedures
 |
| **8:** Health & Safety | **Demonstrate safe work processes and behaviours, and ensure these are followed by all team members and contractors in their place of work*** Inform Containers Manager of safety performance, safety programmes, compliance, risks and serious incidents
* Accurately report all incidents
* Ensure compliance with stores safety procedures and standard.
* Specific activities should include:
* Ensure daily plant and operational checks
* Ensure all incidents are recorded
* Attend safety meeting as required
* Ensure corrective actions are implemented
* Get team members involved in all safety activities, including reporting of new hazards
* Make sure all employees are using PPE as required
* Quickly follow up team members/individual safety concerns
* Ensure all team members are fit for work
* Inspect the workplace each day
* Provide safety advise to team members and peers
* Give feedback on safety standards
 |

|  |
| --- |
| **POSITION HOLDER SPECIFICATIONS** |
| Qualifications required | Must be physically fit and capable. No restrictions on lifting or handling. Ability to work on feet for several hours at a time.  |
| Other specific Technical skills required (e.g. advanced excel) | * Forklift licence desirable
 |
| Competencies required: | * Friendly and approachable
* Excellent communication skills
* Display initiative and resourcefulness
* Positive attitude
* Copes well in a fast-paced environment
 |

**SATIONAL STRUCTURE**