** POSITION DESCRIPTION**

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| Your position title will be | Zone 2 Team Member |
| You’ll be supported by | Zone Leader & Team Leader |
| 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 and assisting them in choosing products according to their needs, budget and providing recommendations. You will be focused on contributing to the overall success of our business by maximising sales, profitability and being customer obsessed.  |
| WHAT YOU’LL DELIVER |
| **Customer service (#WinInCX)** * 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:

**G**reet the customer, acknowledge all customers**R**espond to them**E**xplain features & benefits**A**sk for the Sale / add-ons**T**hank them* Understand & deliver the Mitre 10 Price Promise, as required
* Understand and drive the company VPV culture & mindsets throughout the store
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| **Operational*** 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
* Monitor and fulfil orders with in-store merchandise within the allocated timeframes, clearly communicating the completion of orders to the customer
* 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

**Operational continued*** 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
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| **Team support*** Participate in your zone meetings
* Be a part of promoting a positive team culture
* Work closely with the Zone leader & GSM building a strong relationship to promote the effective running of the department.
* Provide ongoing support for the Zone & Team leader
* 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
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| **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
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| **Training and development** * Be actively involved in training to support your learning and build your knowledge
* Complete all relevant eLearning modules for your department when required
* Complete all relevant standard operating procedures for your department when required
* Actively participate in your individual performance development review.
* Adhere to training requirements, completion dates as directed by the Company
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| **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 management ensuring that non-compliance is escalated and addressed
* Ensure all company legislative security procedures in relation to data integrity are adhered too
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| **Administration*** Monitor, action & respond to emails
* 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
* Ensure all administration is kept up to date, accurate and legible
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| **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
* Present a willingness to work across multiple or different departments

**Self-Management and other duties*** Take responsibility for personal time management to ensure that all required tasks are completed in a timely manner
* 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
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| **Health and safety*** 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
* Report all injuries, incidents or anything unsafe (hazards) immediately (ecoPortal - Health, Safety & Wellbeing)
* Participate in personal Return-to-Work plans when applicable
* 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
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| 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.
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| TECHNICAL SKILLS YOU HAVE | YOUR ROLE SCOPE |
| * 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
 | Number of direct reports: Approx 0Budget ownership: Nil |
| HOW WE DO THINGS HERE AT MITRE 10 |
| * 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
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| YOUR ACKNOWLEDGEMENT |
| Name: |
| Signed: |
| Date: |