

Your position title will be	Team Leader – Zone 6
You'll be supported by	Retail Manager & GSM
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
You'll be focused on empowering your team to provide excellent customer service, ensuring our customers know we are with them all the way and leave our store satisfied they got what they came for. 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	
<p>Customer service (#WinInCX)</p> <ul style="list-style-type: none"> • 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 • Ensuring our customers always feel welcome by acknowledging, helping them connect with the right experts and focusing on their positive experience throughout their visit • Focus on providing customer service excellence, ensuring the customers' satisfaction with sales assistance, level of service and conflict/problem resolution processes • Always apply the GREAT technique when interacting with customers: 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 • Provide prompt, efficient, accurate and friendly service • Understand and drive the Customer Centred Service and Voice of the customer culture throughout the store • Apply your passion for home improvement, knowledge, and expertise to help our customers with all their project needs 	
<p>Checkout operation</p> <ul style="list-style-type: none"> • Efficient and accurate cash handling, ensuring all items are scanned and handled as appropriate • Understanding of the process for all types of transactions including cash, eftpos, credit cards, gift vouchers • Keeping updated on store promotions and communicating to your team • Give correct change and cash out to enable accurate end of day balancing • Understand cash accounts, trade accounts and complete transactions accurately • Process applicable loyalty card programmes and adhere to security requirements • Use scanning and register keys accurately and efficiently to maximise the speed of the transaction whilst maintaining accuracy • Be accountable for register contents in case of balancing queries by the finance department and action in a timely manner • When scanning ensure product scanned and the screen description match correctly • Knowledge of general store layout and being able to direct customers to appropriate sections, but not expected to demonstrate product knowledge • Comply with register set up and close down procedures • When processing orders at the POS ask customers for Airpoints, Mitre10 club & reminder of the survey on the receipt 	

Checkout operation continued

- Ask customers if they would like their receipt emailed as part of our new sustainability initiative
- Highlight the 'Your Say' feedback platform to our customers engaging them to participate

Operational

- Assist in managing the store in a professional manner and take responsibility for the efficient running of the store in the absence of the senior management team
- Actively monitor the service desk email and respond and action accordingly
- Assist in the store opening and closing procedures
- Ensure the Customer Service area and Checkouts are staffed appropriately and day to day operation of these areas flow smoothly
- Collaboration with the Store/Retail/Zone Manager to achieve department targets
- Assist in creating and maintaining an effective roster to ensure the department is adequately staffed at all times
- Maintain Click & Collect customer instore pick up time brand standard 10 minutes
- Assist with 'HumanForce' daily ensuring that timesheets are processed accurately, and all aspects of the roster are maintained
- Monitor and fulfil orders with in-store merchandise within the allocated timeframes, clearly communicating the completion of orders to the customer. You will pack orders according to packaging requirements, and will complete all order fulfilment activities through to the customer receiving their purchase
- Process customer orders with accuracy, including deliveries. Ensuring deliveries are processed with Courier Post in a timely manner
- Share overall responsibility for your department to ensure product in your area is replenished as required, maintaining high merchandise presentation standards, and enabling a 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 re-ordered as requested
- Ensure the work area is clean, tidy and well presented in line with Brand Guidelines
- Communication of issues and concerns to the leadership team with a great sense of urgency
- Communicate any non-fulfilment issues with customers in a timely manner
- When required, replenish product throughout the day maintaining high merchandise presentation standards and enable a seamless experience for our customers
- Maintain open communication with the Trade team ensuring large delivery items are proceeded in a timely manner as per the delivery schedule
- Assist in the picking of stock items when required
- Process and complete inter-store transfers
- Work with the Finance team to resolve any queries on accounts in a timely manner
- Oversee QOM POS process. Assist floor team with invoicing requirements
- Respond to queries from the finance team regarding QOM's at month end in a timely manner
- Ensure orange baskets & trolleys are distributed well across the store

Stock management

- Ensure POS is current
- Make recommendations on products to order when necessary
- Identify any stock or pricing issues and resolve in consultation with inventory management
- Be aware of competitor activity and promotions and act accordingly in consultation with management
- Deal with faulty goods returns and credit as per procedure manual, ensuring safe handling and relocation to the appropriate department
- Assist with ordering stock i.e cold drinks, ice creams & confectionery
- Assist with stock take procedures accurately and efficiently when required
- Ensure stock rotation on items with expiry and/or best before dates

Administration

- Assist to oversee all administrative duties are completed efficiently and to a high standard
- Maintain a professional email etiquette
- Attend meetings as requested

Administration continued

- Present reports to your line manager as and when required and by the deadline specified

Team support

- Supervise and provide direction to department team members including the cleaners
- Liaise with line managers to ensure department goals and targets are being achieved
- Any other duties or responsibilities that your manager feel is appropriate given your role and skills
- Engage 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
- Assist your Zone leader in the efficient and effective running of the department
- Allocate daily duties to team members
- Regularly give constructive feedback on your team members interactions with others

Self-Management and other duties

- 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 are appropriate given your role and skills

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
- Keep registers always closed and secure except when processing a transaction
- Ensure cash levels within registers do not exceed the specified limit
- Report anyone who attempts to offer you a bribe in return for allowing goods to pass through the checkout without being scanned
- 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

Health & Safety

- Assist contractors & visitors when reporting, signing in & out, direction to departments & managers as required
- Demonstrate safe work processes and behaviours, ensure these are followed by all team member and contractors in their place of work
- Be prepared to take charge as the Chief Fire Warden in the event of a Fire or Fire Drill
- 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
- 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
- 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
- Proactively participate in return to work plans if and when applicable
- In conjunction with the Health & Safety representative assist in any investigation within your department and ensure any corrective actions are implemented where you are assigned responsibility
- 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)
- Contribute to the overall safety culture by voicing your ideas and suggestions and developing solutions on health and safety performance and get involved with safety improvement activities

Health & safety continued

- Provide safety advice to team members and peers
- Communicate to team members all relevant Health & Safety information.
- Follow up safety concerns brought to your attention and report back outcomes to the person/s concerned

Training & development

- Help your team be awesome through activities such as coaching, training, performance management, recruitment, and workflow management
- Adhere to completion dates for all relevant E-learning 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.
- Adhere to training requirements, completion dates as directed by the Company i.e E-Learning
- Assist your Zone leader with performance reviews, 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
- Help your Zone leader develop a succession plan for your department
- Assist with 30,60,90 day reviews as and when required
- Address performance issues as they arise

Compliance management

- Show integrity in following all Mitre10 ltd policies & procedures including all Health & Safety guidelines
- Maintain knowledge of the necessary legislative governances i.e Fair Trading Act, Consumers Guarantee Act, and act in accordance with them. Complete the Fair-Trading Act eLearning
- Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role.
- Communicate issues of concern to the Zone Leader and/or Retail Manager ensuring non-compliance is escalated and addressed

CORE CAPABILITIES 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, escalating them as appropriate and maintaining open communication channels
- Create and maintain professional, friendly working relationships, sharing information as needed
- Ability to supervise and coach, building trust and respect within your team
- Ability to work on your feet for several hour at a time
- Confidence to step up as required to take on operational management duties to ensure the store is effectively managed and maintained
- Intermediate computer knowledge
- Ability to keep calm and work well in a fast-paced environment under pressure

MINDSETS, HABITS AND BEHAVIOURS YOU NEED

- Empower decision making, enabling your team to fly and do their best work.
- Work collaboratively, both within your team and across other departments
- Flexibility and adaptability
- Be open to learning and look for 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
- A passion for safe work processes and behaviours

TECHNICAL SKILLS YOU HAVE

- Proven expertise in managing a customer service department.
- Knowledge or interest to learn about all the products within your assigned department, and know their features and benefits
- Leadership/supervisory experience, with ability to energise team to excel and give it their best

YOUR ROLE SCOPE

Number of direct reports:
Budget ownership: Nil

TECHNICAL SKILLS YOU HAVE CONTINUED

- Understanding of health, safety, and wellness, along with relevant practices within retail and how to keep our team mentally and physically safe, along with our customers
- Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them
- Comfort using computer and mobile devices

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



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: