

Your position title will be	Checkout Supervisor and Customer Service
You'll be supported by	Zone Manager

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 to ensure that their experience is easy and seamless - from shopping in store to buying online, delivery or collecting in store. You will deliver an exceptional end-to-end customer experience by efficiently leading checkout operations, supporting order fulfilment and administration, and providing timely assistance to both customers and team members. This role ensures smooth day-to-day store operations through effective problem-solving, strong product knowledge, and a proactive approach to service, while upholding company standards and contributing to a positive, high-performing team environment

WHAT YOU'LL DELIVER

- Manage end-to-end online customer order process for both online click and collect, and orders for delivery
- Process returns, exchanges, repairs, and warranty claims in line with the Consumers Guarantees Act and store policy
- End-to-end Quote and Order Management
- Remain available to the checkout team, providing timely support to team members and customers by efficiently resolving issues, troubleshooting system or transaction errors, and completing required overrides
- Ensuring our customers always feel welcome by acknowledging, providing them with expert knowledge and advice or helping them connect with the right experts, and focusing on providing positive experience throughout their visit
- Prompt, efficient, accurate and friendly service, always demonstrating our "With You All The Way" service standard
- Assistance with training of new team members to Checkout department
- Curiosity to grow product knowledge and share information with customers and co-workers
- Utilise all opportunity free of orders to welcome customers in store, offer assistance, and serve customers waiting in queue for checkout
- Help your team be awesome through activities such as leading by example, positive coaching, training and development
- A willingness to work across multiple or different departments as needed
- Willingness to complete tasks or training assigned to you by zone manager or other leadership team as and when required
- Communication of issues and concerns to the leadership team with a great sense of urgency
- Ensure product is replenished throughout the day maintaining high merchandise presentation standards and enable a seamless experience for our customers
- 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
- Be responsible for conducting store opening and closing procedures when required
- Focus on store presentation ensuring the store is clean, tidy, and well presented for our customers, leaving a positive impression
- Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role, including Health & Safety guidelines and procedures
- Compliance with all assigned online learning course and standard operating procedures
- Ensure all communications, behaviours and interactions are aligned with company brand values
- Any other duties or responsibilities that your manager feel are appropriate given your role and skills

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • Learn and be proficient in the use of different technology, IT systems and equipment • Deliver excellence in customer service acting in the best interests of the company • Capable of working quickly and efficiently • Precision and good attention to detail • 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 • Always follow the appropriate operations and procedures

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Effective selling techniques to maximise sales • Knowledge or interest to learn about all the products, and know their features and benefits • Merchandising and packaging 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: Nil</p> <p>Budget ownership: Nil</p>

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



<p>We thrive in an environment that is...</p> <p>Empowering & energising</p> <p>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.</p>	<p>We'll do the best work through our...</p> <p>Collaborative networks</p> <p>Thinking in departments and silos means we're missing out on all the great skills and insights from other team mates. 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.</p>
<p>We are courageous by being...</p> <p>Open to learning</p> <p>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.</p>	<p>We are focused and driven so...</p> <p>Our customers win</p> <p>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.</p>