

Your position title will be	Loss Prevention Team Member
You'll be supported by	Loss Prevention Supervisor & GSM
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
You'll be with our customers and team all the way. You will be focused on contributing to the overall success of our business by reducing shrinkage, promoting Profit Protection/Loss Prevention awareness throughout all areas of the Mitre 10 and Mitre 10 Mega Stores as required to achieve this goal.	
WHAT YOU'LL DELIVER	
Customer service (#WinInCX) - Ensuring our customers always feel welcome by acknowledging, and focusing on their positive experience throughout their visit - When customers have been waiting, acknowledge their wait time and respond accordingly - Answer questions and queries from customers and make recommendations where appropriate - 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: - Greet the customer, acknowledge all customers - Respond to them - Explain features & benefits - Ask for the Sale / add-ons - Thank them - Understand and drive the company values and mindsets throughout the store	
Operational - Ensure personnel, stock and monies procedures & company store policies are being adhered to - Maintain balance between monitoring of footage via security room and on the floor, trade docket check and patrols giving visibility of security on floor as a deterrent - Assist team in identifying at risk areas/product and help create solutions to prevent theft and or loss as required - When requested, maintain team awareness of customer theft by participating in Loss Prevention training meetings and update team on current trends - Implement specific store security strategies as required - Assist the Duty manager with daily opening and closing procedures. Additional support when requested/required - Liaise with the local police and other retailers for updates and exchange of information on known offenders working in the area, etc - Approach/apprehend shoplifters using appropriate techniques, never put yourself, team and/or customers at risk - Be actively involved with stocktaking, general stock management as requested, complete gap checks working with the inventory team and zones as required, following up on any concerns or potential improvements identified - When required, support the training of team with armed robbery and loss prevention procedures - Support management in identifying and implementing approved security procedures and processes - Ensure correct process is followed for any footage requests/reviewing and ensure team awareness on expectation - Ensure and complete cash handling procedures are adhered to (refer Cash recycler SOP and Cash handling Policy) - Complete/contribute to security reports when required	

Operational continued • Maintain confidentiality & remain attentive to privacy in all situations. Refer to Mitre 10 Privacy Policy • Ensure security room is secured when not occupied • Ensure camera system is functioning efficiently, any identified concerns are reported to management and service agent • Ensure all supporting documentation is recorded, completed and processed to and with a high level of timeliness and accuracy • Keep up to date with and demonstrate knowledge of regulations policies and procedures
Team support • Promote and maintain the highest level of staff awareness in relation to shrinkage through monitoring and mentoring a Loss Prevention program • Participate in your zone meetings • Be a part of promoting a positive team culture • Work closely with the Loss Prevention Supervisor and GSM building a strong relationship to promote the effective running of the department • Communicate any issues to the management team with a great sense of urgency • 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, following up on any security concerns immediately. • Follow the Customer Centred Service training to acknowledge every customer, every time • Complete the 'Loss prevention and Robbery prevention safety skills' online training • Always be vigilant to reduce theft
Training and development • Be actively involved in training to support your learning and build your knowledge • Complete all relevant online training modules for your department when required • Complete all relevant standard operating procedures (SOP) for your department when required • Actively participate in your individual performance development review. (PDR) • Adhere to training requirements, completion dates as directed by the Company
Compliance management • Maintain compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role. • Maintain close contact with the Privacy Officer to ensure compliance is maintained • 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
Self-Management and other duties • Support Loss Prevention and shrink awareness in store • Familiarise yourself with all vulnerable areas and product lines • Maintain flexibility in your availability to support your team as required • Maintain an awareness of known local offenders and work in collaboration with local Police when required • Maintain a professional working relationship with other big box retailers with a common goal to reduce the risk of theft & fraud • 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 desire to grow your own personal knowledge and actively participate in personal training provided • Present a willingness to work across multiple or different departments, as required • Take responsibility for personal time management to ensure that all tasks are completed in a timely manner • Any other duties or responsibilities that your manager feel is appropriate given your role and skills.
Health and safety • Demonstrate safe behaviours and make sure that you and others are kept healthy and safe at your place of work • Follow safe work practices, standard operating procedures, rules and instructions

Health and safety continued • 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	
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.
TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
• Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them • Resolution management experience	Number of direct reports: 0 Budget 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	





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: