

Your position title will be	General Team Member
You'll be supported by	Store Manager & Assistant Store Manager
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
You may be the last person our customers interact with before they leave our store. Your interaction with the customer at checkouts will often be the final impression they have of the overall customer experience in the store – you will be the person who ensures our customers' last experience with us is a positive one.	
WHAT YOU'LL DELIVER	
Customer service (#WinInCX) • 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 • Prompt, efficient, accurate and friendly service • Customer service, where they feel they are the number one priority, whether through a smile or greeting, aiding as required or delivering positively on company initiatives • 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 Customer Centred Service and 'VoC' voice of the customer culture throughout the store • Live & breathe our Mitre10 Values, purpose & vision. Customer obsessed, honest & fair, strive for excellence & one team	
Checkout operation • 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 • 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 supervisor • 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 • When processing orders at the POS ask customers for Airpoints, Mitre10 club & reminder of the survey on the receipt • 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	
Stock management • Assist with stock take procedures accurately and efficiently when required	

Stock management continued • Regularly checking stock levels of impulse items located near and about the checkout, dealing with faulty goods returns and credits as per store process • Deal with faulty goods returns and credit as per procedure manual, ensuring safe handling and relocation to the appropriate department • Ensure stock rotation on items with expiry and/or best before dates • Assist with ordering stock i.e cold drinks, ice creams & confectionery
Team support • Openness to working in other areas of the store as required • Any other duties or responsibilities that your manager feel is appropriate given your role and skills • Engage in a positive team culture • Assist your team leader in the efficient and effective running of the department
Self-management and other duties • Wear a clean and well-presented Company uniform • Ensure your name badge is always worn • Have a positive attitude with a willingness to help • Actively participate in training provided
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 • Demonstrate safe behaviours and make sure that you and others are kept healthy and safe at your place of work • 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 • 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
Learning & development • 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
Compliance management • Comply with Health & Safety guidelines & procedures • 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.

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
Basic computer knowledge Numerical skills and ability to perform basic monetary calculations Ability to work on feet for several hours at a time Must be physically fit and capable with no restrictions on lifting products.	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	





YOUR ACKNOWLEDGEMENT

Name:

Signed:

Date: