

Your position title will be	Trade Checkout Supervisor
You'll be supported by	Trade Manager
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. You will also drive our Vision, Purpose and Values + Mindsets and always act in the best interest of the Company and its people.	
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: - 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 - Understand and drive the company VPV culture & mindsets throughout the store	
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 - Comply with register set up and close down procedures - 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 - When scanning ensure product scanned and the screen description match correctly	
Operational management - Ensure the trade sales floor and delivery division are staffed appropriately and day to day operation of these areas flow smoothly - Address all customer complaints promptly and professionally to ensure customer satisfaction is maintained - Assist in store opening and closing procedures while ensuring that all specified security policies and procedures are adhered to - In conjunction with the checkout team, be actively involved with maintaining efficient delivery schedules	

- Work closely with key team members to manage pick slips & orders
- Ensure the department adheres to Company and legislative operating policies and procedures, constantly review working practices, and recommend improvements
- Assist with negative stock reports, GAP management & stocktakes as required
- Ensure stocktake preparation and no bin location reports are completed when due
- Assist the management team to achieve department targets with respect to sales, margins, expenses, profits and services
- Maintain an excellent understanding of the QOM system to enable you to assist customers and your team
- Monitor, action & respond to trade emails
- Action online orders & complete within the set timeframes
- Keep updated on store promotions paying attention to the key start & end dates updating & the removal of marketing materials
- Assist in taking 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
- Delegate & set areas of responsibility for your team, with clear expectations & timelines to create a highly productive working environment
- Ensure you maintain a good understanding of the Smartmate and Tradehub systems to ensure they are utilised to their full potential
- Check & maintain outstanding orders to be collected from 'Rear Holds Bay' & 'Front Holds Bay'
- Follow store procedures for damaged stock and action in a timely manner
- Allocate daily duties for your team members

Team Support

- Have systems in place to ensure team members are kept up to date with the latest company policies procedures and promotions
- Supervise and provide direction to department team members in an approachable, appropriate manner, delivering your leadership with a positive attitude
- Any other duties or responsibilities that your manager feel is appropriate given your role and skills.
- Engage and lead 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
- Work closely with the Senior checkout supervisor & Trade Manager building a strong relationship to promote the effective running of the department.
- Participate in Trade 'toolbox meetings', attend other meetings as required/requested, add value to these through positive participation, minute taking & share all relevant information with your team
- Regularly give constructive feedback on your team members interactions with others
- Encourage each staff member to be actively involved in a store committee
- 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, 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
- Keep registers always closed and secure except when processing a transaction
- Report anyone who attempts to offer you a bribe in return for allowing goods to pass through the checkout without being scanned

Training and development

- Follow up with new employees to ensure they have fully completed their role associated training programme and provide assistance where required
- Establish a strong new starter procedure that creates a seamless experience for our new team members making them feel welcome and equipped for the role
- Complete 30,60,90-day reviews for all new team members
- Develop team members in a way that makes them feel valued by acknowledging and supporting their needs while maximising their performance

Training and development continued

- Support the learning and development co-ordinator to plan, organise and deliver all new and revised training and specialist product training when required
- Encourage and promote continuous development and career progression of individuals through training and mentoring
- Facilitate the ongoing completion of all relevant E-learning modules for your team
- Facilitate the ongoing completion of all relevant Standard operating procedures for your team
- Ensure that immediate training needs are identified and addressed in a timely manner
- Ensure team members are kept up to date with all relevant communications regarding training and development opportunities
- Actively participate in performance development reviews, conducting meetings with your team, meeting required timeframes to complete. Utilise this process to help identify potential succession planning to develop & upskill team members. Provide regular feedback to keep team focussed & on track in their development, & to better meet/succeed with their role objectives & targets
- 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
- 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 the Retail Manager ensuring that non-compliance is escalated and addressed
- Ensure all company legislative security procedure in relation to data integrity are adhered too

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
- Provide daily, weekly, monthly & annual reporting as required by senior managers when required and by the deadline specified
- Ensure all administration is kept up to date, accurate and legible

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 is appropriate given your role and skills.
- Show integrity in following all safety and store policies and procedures

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

Health & safety continued • Be in a fit mental and physical state to do your job • Monitor ecoPortal to fix any issues, and sign off any team members injuries in a timely manner • Report all injuries, incidents or anything unsafe (hazards) immediately (ecoPortal - Health, Safety & Wellbeing) • Participate in personal Return-to-Work plans when applicable & action team member Return-to-Work plans when required • 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
• 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 • Ability to supervise and coach, building trust and respect within your team • Confidence to step up as required to take on operational management duties to ensure the store is effectively managed and maintained	• Empower decision making enabling your team to fly and do their best work. • 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. • Passion for safe work processes and behaviours
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 • Proven expertise in managing a customer service department • Comfort using computer & mobile devices • Leadership experience , with the ability to energise a team to excel and give it their best	Number of direct reports: Approx 4 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: