

RADSTOCK CO-OPERATIVE SOCIETY LIMITED

JOB DESCRIPTION

JOB TITLE: Customer Service Assistant

REPORTS TO: Store Manager

DIRECT REPORTS: None

MAIN PURPOSE OF THE JOB

To constantly strive to exceed customers' expectations through the delivery of exceptional service and the provision of an appealing and welcoming environment. To be an ambassador for the Society and a dedicated team player.

MAIN RESPONSIBILITIES

1. To provide a quick and efficient service to customers when processing their purchases ensuring queues are kept to a minimum and the interaction with the customer is positive, professional and friendly.
2. Process a range of transactions through the till including cash, credit/debit, Pay Point, Lottery, bus tickets, mobile phone top-ups, coupon redemption, Post Office (where appropriate) refunds etc.
3. Assist with product rotation, date checking, price reductions and waste recording to ensure good availability of quality product and to minimise waste.
4. Contribute to the maintenance of good house-keeping standards by cleaning routines of fixtures and fittings, chillers, freezers, removal of all litter and packaging etc.
5. To support the instore bakery operation (if applicable), including food preparation, cooking, packaging, equipment cleaning etc.
6. To provide information and guidance to customers on products, offers, promotions, membership, Dividend card scheme, Post Offices services (if applicable). To explore opportunities to upsell to customers.
7. To ensure products are displayed according to plan, are merchandised to the highest standard ensuring appealing, attractive, correctly priced/advertised displays and that gaps are kept to a minimum through regular replenishment.
8. To assist with deliveries of stock including manual handling, checking and recording of stock.
9. To comply with all relevant legislation in particular age-restricted sales, food hygiene, 'Sales of Goods Act', Health and Safety law.
10. To participate in assist with other duties within the food retail operation as requested including shelf replenishment, stock taking, facing up, stock rotation, price reductions, waste recording, temperature checks etc.
11. To play a full and active part in their appraisal/job chat process to help identify and remedy barriers to optimum performance.
12. To comply with Society's policies and procedures in particular Health & Safety, Equal Opportunities, Computer Internet and Email Use, Licensing regulations, Price Reduction procedures.

13. To support new employees by acting as a 'buddy' and assisting with their induction and introduction to the Society. To provide on-the-job training to colleagues in specific tasks and to share knowledge and expertise as required.
14. To take responsibility for own development and ensure that one's self is effectively trained through attendance on relevant training programmes.
15. To undertake such other duties that may be required from time to time commensurate with own capabilities.

The job holder may be required to undertake primary duties focusing on a specific section or undertake other operational activities across the whole store but will be part of a multi-skilled team and will receive training in a number of activities to support colleagues.

In addition to these responsibilities, your line manager will set objectives on a regular basis.

I confirm that I have read and accept the duties and responsibilities outlined in this job description which may be subject to change according to the needs of the business.

Signed **Date**

Print Name

PERSON SPECIFICATION

Knowledge

- None specific

Experience

- Some experience in a customer facing role or retail environment would be an advantage but not essential as training will be given.

Skills/Abilities

- Good customer service skills
- Good standard of personal presentation
- Good communication skills
- Good team player
- Able to work under pressure
- Reasonably numerate with good attention to detail
- Flexible and adaptable
- Manual handling is a key requirement of the job