

My Role: Customer Services Assistant

My Manager: Store Manager

My Purpose: To provide our members and customers with the highest standards of customer care, promoting and displaying the Co-operative values and principles in my work at all times

What I do

I will spend my time:

- Providing members and customers with an excellent service. Ensuring queries or complaints are resolved
- Actively selling products and member benefits from our family of businesses through promotion of offers
- Undertaking all the different and diverse tasks to an excellent standard, working as part of a multi skilled team with pace and energy
- Supporting my colleagues and working together to achieve success, showing flexibility to cover shifts where needed
- Understanding how my store is performing, and think about how I can make a difference to improve that performance
- Keeping myself, colleagues and customers safe by demonstrating high standards/awareness of Health & Safety
- Reviewing all relevant internal communications so I know what's going including weekly huddles, videos etc
- Ensuring I complete the training I need to be great at my job and sharing these skills with other to help them develop
- Giving and welcoming feedback to improve how I and others do our job
- Taking personal pride in my appearance and behaviours
- Taking pride in my store's appearance
- Delivering shopping to our customers within the local community using a company vehicle – where authorised and required to do so
- Undertaking duty responsibilities (if duty management validated)
- Demonstrating flexibility to undertake any other tasks my manager asks of me

How I do it

I will show the following skills and behaviours:

- Excellent customer service
- Great communication skills
- Commitment to team work
- Passion for retail and working with customers
- Desire to do and be my best
- Flexibility in my approach

And most importantly:

- I'll show the Co-operative values and behaviours in all I do

When I get it right

- I contribute to the stores sales, leakage, cost control and the standard of presentation
- I enjoy my job as do the colleagues I work with, and my colleagues enjoy working with me
- I feel confident in my store and product knowledge and have the skills to perform in my role or further develop myself
- My customers are happy, and complaints are kept to a minimal
- I comply with legal obligations and Society polices
- I make minimal errors in my work

Who I'll interact with

- Colleagues
- Customers
- Members
- Colleagues at the BSC and Distribution Centre

What I need

Essential

- A positive approach and attitude
- Flexible
- Customer and sales focussed
- Full driving license (if required)

Desirable

- Experience in a customer facing role
- Experience of working as part of a team



Values

Co-operation
Self Help
Self Responsibility

Democracy
Equity
Equality