

Job profile: Retail Colleague Service Assistant

We are the
difference
makers

Purpose: Provide our members and customers with the highest standards of customer care, always promoting and displaying the Co-operative values.

Reporting: Reporting to Retail Team Leader

Values: Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience: Understanding and adhering to the legal trading requirements; age restricted sales and food safety and health and safety. Excellent customer service with a positive approach and attitude. Able to use own initiative and work flexibly across multiple store tasks. Always sales focused. Applies accuracy to all checkout transactions.

Qualifications: n/a - role training to be provided

We make a *difference* to Members & customers

Role responsibilities:

- Strive to put our Members and customers first in everything you do, keeping the store clean, tidy and taking pride in your personal appearance. ✓ Green standards visits
- Encourage every customer to be a Member and share your knowledge of Member benefits, offers and deals. ✓ Membership target
- Always be available to help customers and demonstrate the STARS commitments to provide excellent service everyday. ✓ STARS Service measures
- Follow stock routines carefully to keep the shelves full, ensuring our customers enjoy a quick and easy shopping experience. ✓ Availability target

We're *better* every day

Role responsibilities:

- Understand the stores performance and targets, taking time to review the various communication updates. ✓ Achieving sales
- Have a positive mindset with changes and be open to learn new ways of working. ✓ Compliance + Implementation
- Regularly share yours and customers feedback and suggest ways to make the store and Society even better. ✓ Engagement survey participation
- Understand how your role makes a difference to the store and overall Society. ✓ Scorecard targets

We're a *caring* community

Role responsibilities:

- Prioritise colleague, member and customer safety everyday by following our security procedures. ✓ Reduced Incidents, ARCC compliance
- Take care with Society assets, ensuring cash handling is focused and accurate. Adhering to age restricted guidelines. Being aware of product date life and maintaining the cold chain rule. ✓ Green audits
- Work together with the team making sure to treat everyone equally. ✓ Inclusion targets
- Join in with community activity and support the store in local networking and providing support for work experience. ✓ Community, Volunteering, work experience activity

We work together with *purpose*

Role responsibilities:

- Take responsibility to review the Society communications for colleagues and Members both instore and online and complete the engagement survey to share your feedback on how working here can be even better. ✓ Engagement target
- Complete all the training for your role and put into practice your learnings to train others. ✓ Training compliance
- Have a flexible approach to work, taking on overtime if the stores needs extra support and be multiskilled in different tasks. ✓ Productivity & absence