



## JOB DESCRIPTION

Job Title:	<b>Kaiapoi Shop Manager</b>
Department:	<b>Sales</b>
Responsible To:	<b>Business Manager FSSI &amp; Export</b>
Responsible For: (Total number of staff)	<b>4</b>
Job Purpose:	<p><b>This job exists to:</b></p> <ul style="list-style-type: none"> <li>▪ Profitably manage the overall operation and performance of the factory shop</li> <li>▪ Staff management which includes training, developing and coaching staff</li> <li>▪ Report on aspects of shop performance</li> </ul>
Date:	July 2017

### Key Relationships

<p><b>External</b></p> <ul style="list-style-type: none"> <li>▪ Members of the public</li> <li>▪ Suppliers</li> </ul>	<p><b>Purpose of contact with this person/s</b></p> <ul style="list-style-type: none"> <li>▪ Provide customer service to meet their needs</li> <li>▪ Liaise to ensure sundry materials are provided</li> </ul>
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>▪ Staff</li> <li>▪ Managers</li> </ul>	<p><b>Purpose of contact with this person/s</b></p> <ul style="list-style-type: none"> <li>▪ Manage short-dated, factory seconds, and trial products directed to factory shop</li> <li>▪ Manage their purchase of goods</li> <li>▪ Provide reports on shop results</li> </ul>

### Key Result Areas

The position of **Kaiapoi Shop Manager** encompasses the following major functions or Key Result Areas:

- Manage inventory levels within the store through ordering and receiving product
- Create and implement promotional plans and special promotions
- Employee staffing, rostering, training and supervision
- Manage customer complaints and queries
- Manage sales and budgets
- Ensure that Health and Safety procedures are followed
- Records Management

Jobholder is responsible for	Jobholder is successful when
<p><b>Key Result Area – Manage Inventory level within the shop</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> “Hands on” selling of product</li> <li><input type="checkbox"/> Stock is ordered with focus on “virtual”. Pricing is within agreed parameters</li> <li><input type="checkbox"/> Record inwards/outwards movement of stock</li> <li><input type="checkbox"/> Manage stock rotation and storage within food safety procedures and processes</li> <li><input type="checkbox"/> Co-ordinate stock orders and delivery. Liaise with Customer Demand Manager to understand what products are coming in advance to enable promotion</li> <li><input type="checkbox"/> Replenish stock as required</li> <li><input type="checkbox"/> Monitor production expiration dates</li> <li><input type="checkbox"/> Prepare reports on stock management for Manager</li> <li><input type="checkbox"/> Rotate stock to ensure minimum waste</li> </ul>	<ul style="list-style-type: none"> <li>▪ Manager is on the floor selling to customers</li> <li>▪ Pricing within agreed parameters</li> <li>▪ Virtual stock is focused on and promoted</li> <li>▪ Shop is stocked with products within food safety procedures and processes</li> <li>▪ Daily inventory is kept and reconciliation completed</li> <li>▪ Stock rotation and food safety rules followed</li> <li>▪ Advance warning of “virtual stock”</li> <li>▪ Optimum level of stock available for purchase for opening hours of shop</li> <li>▪ Reports are prepared accurately and on time</li> </ul>
<p><b>Key Result Area – Create and Implement promotional plans and special promotions</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Create daily special promotions</li> <li><input type="checkbox"/> Actively promote “virtual stock”</li> <li><input type="checkbox"/> Promote special promotions to staff</li> <li><input type="checkbox"/> Display outdoor signage</li> <li><input type="checkbox"/> Extend shop opening hours and days of operation</li> <li><input type="checkbox"/> Consider opportunities to promote factory shop</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customers are fully aware of the current sales and promotions going on</li> <li>▪ Attractive displays are maintained</li> <li>▪ Virtual stock sold at optimum price. Minimal wastage.</li> <li>▪ Current promotions to be put on the staff notice board or communicated effectively to staff</li> <li>▪ Shop hours and days of week extended</li> <li>▪ Innovative opportunities explored</li> </ul>
<p><b>Key Result Area – Employee staffing, training and supervision</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Manage weekly rosters for fulltime and casual staff</li> <li><input type="checkbox"/> Provide training for new and existing staff including customer service, cash registers, promotions, cleaning, stock rotation, and health and safety</li> <li><input type="checkbox"/> Prepare reports on training</li> <li><input type="checkbox"/> Motivate team to meet targets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shop is well staffed during extended hours and days of operation</li> <li>▪ Training is completed and documented for all staff</li> <li>▪ Training reports are prepared accurately and timely</li> <li>▪ All HR issues managed with the support of the HR team</li> <li>▪ Timesheets and leave approved and processed on time</li> <li>▪ Staff have well understood selling targets and meet these targets regularly</li> </ul>
<p><b>Key Result Area – Manage customer queries and complaints</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Develop/foster and improve customer relationship enhancements</li> <li><input type="checkbox"/> Provide product information and increase customer awareness</li> <li><input type="checkbox"/> Investigate customer complaints</li> </ul>	<ul style="list-style-type: none"> <li>▪ Regular customer feedback</li> <li>▪ Respond to customer enquiries and complaints promptly resolving issues where possible within 24 hours and or escalate issues where appropriate</li> <li>▪ Ensure excellent customer service is provided at all times</li> </ul>

<p><b>Key Result Area – Manage Sales and Budgets</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Build sales to build company goals</li> <li><input type="checkbox"/> Set prices to reasonable profit margin</li> <li><input type="checkbox"/> Prepare daily sales report</li> <li><input type="checkbox"/> Maintain budget requirement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monthly targets and budgets are met</li> <li>▪ Costs are within budget</li> <li>▪ Reports are accurate and timely</li> </ul>
<p><b>Key Result Area – Health and Safety</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Understand and ensure work area compliance with Hellers Ltd safety policy</li> <li><input type="checkbox"/> Follow safe and environmentally responsible work practices. Maintain site H&amp;S and environmental systems and processes</li> <li><input type="checkbox"/> Encourage safety conversations, safe behaviours and people to “speak up” about safety</li> <li><input type="checkbox"/> Report all accidents and incidents</li> <li><input type="checkbox"/> Ensure the store has kept clean at all times</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safety targets achieved</li> <li>▪ Policies, procedures and processes are understood</li> <li>▪ Regular safety conversations held</li> <li>▪ Regular safety meetings held with team</li> <li>▪ Safety@Hellers used to record safety conversations, concerns, incidents etc</li> <li>▪ Support of wellbeing activities and initiatives</li> </ul>
<p><b>Key Result Area – Project Management</b></p> <ul style="list-style-type: none"> <li>▪ Positively participate in project activities including project meetings.</li> <li>▪ Ensure tasks assigned are completed in the agreed time-frame and to the agreed standard.</li> <li>▪ Inform other project team members, and the Project Lead if tasks are at risk of not being completed in the agreed time-frame, or to the agreed standard.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Relevant project meetings are attended</li> <li>▪ Tasks completed as agreed</li> <li>▪ Project plans are updated and stakeholders are communicated with.</li> </ul>
<p><b>Key Result Area – Records Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain record of sales, purchases, stock and financial record</li> <li><input type="checkbox"/> Banking and reconciliation</li> <li><input type="checkbox"/> Maintenance of cash till float, counting sales takings and maintain cash records</li> </ul>	<ul style="list-style-type: none"> <li>▪ All records kept accurate</li> <li>▪ Till is reconciled daily</li> <li>▪ Float is accurate</li> <li>▪ Takings are accurate and counted daily</li> </ul>

**Note**

*The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.*

## Person Specification

*This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

### Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"><li>Retail or trades qualification (e.g. butchery)</li></ul>	<ul style="list-style-type: none"><li>Short courses in customer service</li></ul>

### Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
<ul style="list-style-type: none"><li>3+ years' experience managing retail food outlet</li></ul>	<ul style="list-style-type: none"><li>3+ years' managing team</li><li>3+ years' food processing industry (meat or associated products an advantage)</li><li>Strong experience in food industry</li></ul>

### Key Skills / Attributes / Job Specific Competencies

- Excellent "hands on" customer service and retail skills
- Effective leadership skills
- Able and willing to solve problems and make decisions
- Effective delegation and management skills
- Computer literate, able to manipulate spreadsheets and web mail-handling applications
- Ability to analyse information and make practical conclusions
- Attention to detail
- Remain calm under pressure
- Team player
- Structured and disciplined in approach to task organisation and time management

## Change to job description

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

\_\_\_\_\_  
Employee Name  
Employee Job Title

\_\_\_\_\_  
Date

Approved: \_\_\_\_\_  
Manager Name  
Manager Job Title

\_\_\_\_\_  
Date