

## POSITION PROFILE – SELF LEADERSHIP ROLE

<b>Position Title:</b>	Customer Service Assistant - Registers/Refunds/Layby
<b>Function / Department:</b>	Target/Target Country
<b>Position the role reports to:</b>	Register Supervisor/Store Manager
<b>Purpose / Direction / Mission for this team:</b>	
To serve customers through the Register/Refunds/Layby areas.	
<b>Primary function of the position:</b>	
To provide excellent and professional service to our customers that leads to both sales and return business at Registers/Refunds/Layby.	

Major Responsibilities	Measures
<p><u>Customer Service</u> through:</p> <ul style="list-style-type: none"> <li>• Proactive customer-focussed communication eg acknowledge by name if possible</li> <li>• Effective handling of Price and Code Checks</li> <li>• Efficient flow through of customers – minimise waiting times.</li> </ul> <p><u>Register Operation</u> including</p> <ul style="list-style-type: none"> <li>• 100 % accuracy of transactions by correct mode of sale</li> <li>• Accurate cash and card transactions</li> <li>• Reporting of system and pricing errors immediately</li> </ul> <p><u>Housekeeping</u> including:</p> <ul style="list-style-type: none"> <li>• Sufficient quantities of bags, vouchers and forms to ensure quality customer service.</li> <li>• Stock Returns handled promptly</li> </ul> <p><u>Minimise Loss and maximise profit</u> by:</p> <ul style="list-style-type: none"> <li>• Avoiding waste of company resources</li> <li>• Being alert for customer theft</li> <li>• Adhering to cash handling procedures</li> </ul> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>• Accountable for a safe site for everyone, everyday by implementing and evaluating safe work practices, improving safety performance and celebrating safety achievements               <ul style="list-style-type: none"> <li>• Identify and report site hazards</li> <li>• Report site incidents</li> </ul> </li> <li>• Complete assigned items from Safety Evaluation action plans</li> </ul> <p><u>Compliance</u></p> <ul style="list-style-type: none"> <li>• Accountable for personal and team compliance with internal company policies, procedures and codes, for example, Code of Conduct, and all applicable external laws, regulations, standards and industry codes, for example, Fair Trading laws               <ul style="list-style-type: none"> <li>• Identification of compliance incidents</li> </ul> </li> <li>• Reporting of compliance incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Positive internal/external Customer feedback – formal and informal</li> <li>• Feedback from Store Management</li> <li>• Register balance indicates nil variances</li> <li>• Satisfactory performance in Register Productivity Report</li> <li>• Assessed as Competent in all relevant Performance Criteria in the Retail Skills program</li> <li>• 100% hazards are reported</li> <li>• 100% incidents are reported</li> <li>• 100% completion of assigned items from Safety Evaluation action plans</li> <li>• Personally complies with all relevant internal and external compliance responsibilities and directives as communicated by Line Management</li> <li>• Reports compliance incidents for resolution</li> </ul>

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<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Collaboration</b> <ul style="list-style-type: none"> <li>– working effectively and cooperatively with others</li> <li>– establishing and maintaining good working relationships</li> </ul> </li>   <li>• <b>Customer Service</b> <ul style="list-style-type: none"> <li>– meeting and anticipating customer needs</li> <li>– giving high priority to customer satisfaction</li> </ul> </li>   <li>• <b>Quality Focus</b> <ul style="list-style-type: none"> <li>– accomplishing tasks by considering all areas involved no matter how small</li> <li>– showing concern for all aspects of the job</li> <li>– accurately checking processes and tasks</li> <li>– monitoring quality and consistency</li> </ul> </li>   <li>• <b>Continuous Improvement</b> <ul style="list-style-type: none"> <li>– originating action to improve existing conditions and processes</li> <li>– using appropriate methods to identify opportunities, implement solutions, and measure impact</li> </ul> </li>   <li>• <b>Contributing to Team Success</b> <ul style="list-style-type: none"> <li>– actively participating as a team member of a team to move the team toward the completion of goals</li> </ul> </li>   <li>• <b>Continuous Learning</b> <ul style="list-style-type: none"> <li>– actively identifying new areas for learning</li> <li>– regularly creating and taking advantage of learning opportunities</li> <li>– using newly gained knowledge and skill on the job and learning through their application</li> </ul> </li>   <li>• <b>Problem Solving</b> <ul style="list-style-type: none"> <li>– committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisational values</li> </ul> </li> </ul>
<b>Technical Knowledge &amp; Position Specific Skills</b>	<p>Target's Retail Skills program provides comprehensive on-the-job training for its operational staff however it is an advantage to have:</p> <ul style="list-style-type: none"> <li>• Retail stores experience</li> <li>• Certificate 2 in Retail Operations</li> <li>• Customer service orientation and work experience is highly desirable</li> <li>• Well developed communication and interpersonal skills</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to follow directions and standard procedures,</li> <li>• Demonstrates ability think laterally and logically,</li> <li>• Ability to forward plan,</li> <li>• Is self confident, mature and socially adept,</li> <li>• Is a team player</li> <li>• Readily accepts accountability,</li> <li>• Demonstrated passion to learn &amp; ability to readily acquire new skills,</li> <li>• High standard of personal presentation.</li> <li>• Attention to detail</li> </ul>
<b>Position Profile Written By:</b>	Jeff Wapling
<b>Position Profile Approved By:</b>	Joe Pahor
<b>Version/Date</b>	Version 4 - 1 May 2007