

Customer Service Assistant

Function / Department:

Target/Target Country

Position reports to:

Business Manager/Store Manager

Team's Purpose:

To fill, clean and maintain specific areas on the selling floor and reserves.

Primary Role Responsibility:

To provide excellent and professional service to our customers that leads to both sales and return business.

Major Responsibilities	Measures
Customer Service	
<ul style="list-style-type: none"> Provide exceptional customer service Apply product and services Knowledge Respond to personal and telephone queries Effectively handle customer queries and concerns 	<ul style="list-style-type: none"> Positive internal/external customer feedback – formal and informal Competent in Job Skills program Performance Criteria
Merchandise	
<ul style="list-style-type: none"> Effectively display merchandise (especially Promotional lines) Ensure accurate SPL's, Ticketing and Display Apply sales floor housekeeping standards Maintain shelf stock levels 	<ul style="list-style-type: none"> Feedback from Store Management SPL error rates within company standard
Minimise Loss and Maximise Profit	
<ul style="list-style-type: none"> Avoiding waste of company resources Being alert for customer theft Record Markdowns accurately 	<ul style="list-style-type: none"> Actual or potential loss or theft is reported to Line Manager as matter of urgency Recording register is consistently filled in correctly
Support Stock Flow (Receiving and Reserves)	
<ul style="list-style-type: none"> Process goods inwards/outwards as required Apply correct housekeeping and storage standards including: stock, equipment and fittings Report maintenance requirements of material handling equipment 	<ul style="list-style-type: none"> Accurate completion of required paperwork/data Materials handling equipment in working order or 'out of service tags' applied
Maintain Shelf Price Labeling (nominated Team Members)	
<ul style="list-style-type: none"> Perform daily maintenance including SPL printing Perform SPL Rostered Audits as per schedule and produce relevant summary reports Perform Ad hoc SPL audits in relation to: <ul style="list-style-type: none"> relay activity major promotions advertising as directed by the Store Manager Report to Store Manager any variances to company standards on a regular basis 	<ul style="list-style-type: none"> Feedback from Store Management Rostered Audit Reports return a total error rate less than 5% for all departments Monthly Rostered Audit Reports return error rate of less than 1.5% where the reason is Lower SPL 100% completion of monthly Rostered Audit Schedule
Health and Safety	
<ul style="list-style-type: none"> Accountable for a safe site for everyone, everyday by implementing and evaluating safe work practices, improving safety performance and celebrating safety achievements Identify and report site hazards 	<ul style="list-style-type: none"> 100% hazards are reported 100% incidents are reported 100% completion of assigned items from Safety Evaluation action plans

- Report site incidents
- Complete assigned items from Safety Evaluation action plans

Compliance

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| <ul style="list-style-type: none"> • Accountable for personal and team compliance with internal company policies, procedures and codes, e.g. Code of Conduct, and all applicable external laws, regulations, standards and industry codes, e.g. Fair Trading • Identification of compliance incidents • Reporting of compliance incidents | <ul style="list-style-type: none"> • Personally complies with all relevant internal and external compliance responsibilities and directives as communicated by Line Management • Reports compliance incidents for resolution |
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Behavioural Competencies

Respect & Recognition

- Treats others as they too would like to be treated
- Communicates openly and is open to feedback
- Values and acknowledges good performance, behaviours and the contribution of all
- Does not tolerate poor performance

Integrity

- Is open, honest and trustworthy
- Does what they say
- Is consistent in their behaviours, actions and decisions
- Acts lawfully and works by the Code of Conduct

Passion for Excellence

- Strives to excel in everything they do
- Embraces change
- Strives to continuously improve
- Is passionate about achieving their goals

Working Together

- Supports and help others
- Communicates openly by sharing information and knowledge
- Is flexible and responsive to people's needs
- Works collaboratively in all working relationships to achieve the best outcome
- Contributes towards and enjoyable and safe environment

Position Specific Skills

Technical Knowledge

Target's Job Skills program provides comprehensive on-the-job training for its operational Team Members, however it is an advantage to have:

- ✓ Retail stores experience
- ✓ Certificate 2 in Retail Operations
- ✓ Customer service orientation and work experience is highly desirable
- ✓ Well developed communication and interpersonal skills

Personal Attributes

- ✓ Ability to follow directions and standard procedures
- ✓ Demonstrates ability think laterally and logically
- ✓ Ability to forward plan
- ✓ Is self confident, mature and socially adept
- ✓ Is a team player
- ✓ Readily accepts accountability
- ✓ Demonstrated passion to learn and ability to readily acquire new skills
- ✓ High standard of personal presentation
- ✓ Attention to detail