

Customer Service Assistant – Registers/Refunds/Layby

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| <u>Function / Department:</u> | Target/Target Country |
| <u>Position reports to:</u> | Register Supervisor/Store Manager |
| <u>Team's Purpose:</u> | To serve customers through the Register/Refunds/Layby areas |
| <u>Primary Role Responsibility:</u> | To provide excellent and professional service to our customers that leads to both sales and return business at Registers/Refunds/Layby |

| Major Responsibilities | Measures |
|---|--|
| Customer Service | |
| <ul style="list-style-type: none"> Proactive customer-focused communication e.g. acknowledge by name if possible Effective handling of Price and Code Checks Efficient flow through of customers – minimise waiting times | <ul style="list-style-type: none"> Positive internal/external customer feedback – formal and informal Feedback from Store Management |
| Register Operation | |
| <ul style="list-style-type: none"> 100 % accuracy of transactions by correct mode of sale Accurate cash and card transactions Reporting of system and pricing errors immediately | <ul style="list-style-type: none"> Register balance indicates nil variances Satisfactory performance in Register Productivity Report |
| Housekeeping | |
| <ul style="list-style-type: none"> Sufficient quantities of bags, vouchers and forms to ensure quality customer service. Stock Returns handled promptly | <ul style="list-style-type: none"> Assessed as Competent in all relevant Performance Criteria in the Job Skills program |
| Minimise Loss and Maximise Profit | |
| <ul style="list-style-type: none"> Avoiding waste of company resources Being alert for customer theft Adhering to cash handling procedures | <ul style="list-style-type: none"> Satisfactory Operator Performance – identified anomalies minimised |
| 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 Report site incidents Complete assigned items from Safety Evaluation action plans | <ul style="list-style-type: none"> 100% hazards are reported 100% incidents are reported 100% completion of assigned items from Safety Evaluation action plans |
| Compliance | |
| <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 |

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 | Personal Attributes |
|---|---|
| <p>Target's Job Skills program provides comprehensive on-the-job training for its operational Team Members, however it is an advantage to have:</p> <ul style="list-style-type: none"> ✓ Retail stores experience ✓ Certificate 2 in Retail Operations ✓ Customer service orientation and work experience is highly desirable ✓ Well developed communication and interpersonal skills | <ul style="list-style-type: none"> ✓ 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 |