

## Customer Greeter

Function / Department:

Target

Position reports to:

Register Supervisor

Team's Purpose:

To welcome customers into the store and provide any service they require while minimising loss through awareness and communication.

Primary Role Responsibility:

- To provide excellent and professional service to our customers that leads to both sales and return business.
- The Customer Greeter is the first point of contact with our customers. Team Member rostered to this role should actively 'work' the store entrance.
- To minimise incidents of theft through constant vigilance of customer traffic in the store environment.

N.B. Incumbents of this position are required to meet the job requirements of a Customer Services Assistant. The 'mobility' of the role actively supports Health and Safety principles by ensuring Customer Greeters avoid prolonged static standing periods.

Major Responsibilities	Measures
<b>Customer Service</b>	
<ul style="list-style-type: none"> <li>• Establishing a sense of 'welcome' to all customers</li> <li>• Effectively communicating product and services knowledge/information especially store and department layout</li> <li>• Effective handling of initial customer queries and concerns</li> <li>• Escalating customer queries and concerns as appropriate</li> <li>• Assisting with customer flow through registers when appropriate</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>• Assessed as Competent in all relevant Performance Criteria in the Job Skills program</li> </ul>
<b>Brand Promotion</b>	
<ul style="list-style-type: none"> <li>• Proactively approaching customers – provide positive greetings e.g. "Good morning/afternoon", "Welcome to our Sale", "Thank you for shopping at Target"</li> <li>• Distributing catalogues and relevant promotional material</li> </ul>	<ul style="list-style-type: none"> <li>• Role Observation</li> </ul>
<b>Minimise Loss and Maximise Profit</b>	
<ul style="list-style-type: none"> <li>• Implementing and actioning bag and parcel checks – Customers and Team Members</li> <li>• Respond to and monitor the effective use of the EAS system</li> <li>• Working closely with Management to identify, report and escalate potential incident(s) of theft to the Regional Asset Protection Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Role observation and Asset Protection audits</li> <li>• Asset Protection incident reports</li> </ul>
<b>Health and Safety</b>	
<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</li> <li>• Identify and report site hazards</li> <li>• Report site incidents</li> <li>• Complete assigned items from Safety Evaluation action plans</li> </ul>	<ul style="list-style-type: none"> <li>• 100% hazards are reported</li> <li>• 100% incidents are reported</li> <li>• 100% completion of assigned items from Safety Evaluation action plans</li> </ul>
<b>Compliance</b>	
<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <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>

- Identification of compliance incidents
- Reporting of compliance incidents

## 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"> <li>✓ Retail stores experience</li> <li>✓ Certificate 2 in Retail Operations</li> <li>✓ Customer service orientation and work experience is highly desirable</li> <li>✓ Knowledge of loss prevention procedures and standards</li> </ul>	<ul style="list-style-type: none"> <li>✓ Outgoing manner and high level of self confidence/assertiveness</li> <li>✓ Professional personal presentation</li> <li>✓ Excellent communication skills</li> </ul>