

Receiving Supervisor

Function / Department: Target
Position reports to: Store Manager
Team's Purpose: To co-ordinate the receiving functions within the store
Primary Role Responsibility: To control the stores receiving operations and maintain reserve standards in accordance with company policies and procedures

Major Responsibilities	Measures
Customer Service	
<ul style="list-style-type: none"> Effective handling of customer requests and queries 	<ul style="list-style-type: none"> Positive internal/external customer feedback – formal and informal
Control work area (Receiving and Reserves)	
<ul style="list-style-type: none"> Processing of goods inwards/outwards in line with accurate completion of required paperwork/data Ensuring housekeeping and storage standards are met including: stock, equipment and fittings Monitoring and actioning the maintenance of material handling equipment 	<ul style="list-style-type: none"> Zero LTI's Store Support Office Risk Reviews consistently at satisfactory or better Materials handling equipment in working order or 'out of service tags' applied
Minimise Loss and Maximise Profit	
<ul style="list-style-type: none"> Avoiding waste of company resources Being alert for incidences of theft – both customers/Team Members Controlling access to the work area in line with company procedures Ensuring receiving adherence to processes such as: truck seals are intact, high risk merchandise is secured, paperwork is actioned accurately, etc 	<ul style="list-style-type: none"> Feedback from Store Management e.g. Work practices contribute to an accurate Stocktake result for the store
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 or Warehousing Operations ✓ Customer service orientation and work experience 	<ul style="list-style-type: none"> ✓ Global outlook (recognising how their role affects the performance of the store and other teams) ✓ Self directed, self disciplined and self confident ✓ Ability to think laterally and logically ✓ Well developed ability to work under pressure and within tight time frames, ✓ Prioritise tasks/duties efficiently and effectively according to need. ✓ Logical thinker with the ability to see the 'big picture' ✓ Proven ability to forward plan ✓ A team player and readily accepts accountability