

Register Supervisor

<u>Function / Department:</u>	Target
<u>Position reports to:</u>	Operations Manager
<u>Team's Purpose:</u>	To co-ordinate the register operations within the store
<u>Primary Role Responsibility:</u>	To supervise Sales/Refund/Layby Registers and 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"> Product and Services Knowledge Personal and Telephone queries Efficient flow through of customers – minimise waiting times Effective handling of customer concerns Maintaining housekeeping standards for all register areas 	<ul style="list-style-type: none"> Positive internal/external customer feedback – formal and informal Improvement to Complaint/Complement ratio
Team Member co-ordination/development	
<ul style="list-style-type: none"> Supporting Team Members performance and escalating issues to Store Management where necessary Training – Register operations Rostering – based on forecasted customer traffic 	<ul style="list-style-type: none"> Feedback from Store Management
Register Operations	
<ul style="list-style-type: none"> Efficient operation of POS Systems including offline 	<ul style="list-style-type: none"> Disruptions to service due to system faults minimised
Minimise Loss and Maximise Profit	
<ul style="list-style-type: none"> Avoiding waste of company resources Being alert for customer theft Respond to and monitor the effective use of the EAS system 	<ul style="list-style-type: none"> Satisfactory Risk Review outcomes in areas of Administration
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 2/3 in Retail Operations ✓ A working knowledge of the POS system 	<ul style="list-style-type: none"> ✓ Demonstrated customer service orientation ✓ Positive non verbal characteristics eg a friendly, welcoming & smiling disposition ✓ Ability to prioritise and work under pressure, ✓ Observant and focussed ✓ Self directed, self disciplined and self confident, ✓ Think laterally and logically ✓ Prioritise tasks and duties efficiently and effectively, ✓ A team player that readily accepts accountability ✓ Ability to communicate with a broad cross section of community ✓ High standard of personal presentation