

POSITION PROFILE – SELF LEADERSHIP ROLE

Position Title:	Stores Receiving Supervisor
Function / Department:	Target
Position the role reports to:	Operations Manager
Purpose / Direction / Mission for this team:	
To co-ordinate the receiving functions within the store.	
Primary function of the position:	
To control the stores receiving operations and maintain reserve standards in accordance with company policies and procedures	

Major Responsibilities	Measures
<p><u>Customer Service</u> by:</p> <ul style="list-style-type: none"> • Effective handling of customer requests and queries <p><u>Control work area (Receiving and Reserves)</u> by:</p> <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 <p><u>Minimise Loss and maximise profit</u> by:</p> <ul style="list-style-type: none"> • Avoiding waste of company resources • Being alert for incidences of theft – both customers/staff • 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 <p><u>Safety</u></p> <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 <ul style="list-style-type: none"> ❑ Identify and report site hazards ❑ Report site incidents ❑ Complete assigned items from Safety Evaluation action plans <p><u>Compliance</u></p> <ul style="list-style-type: none"> • Accountable for personal and team compliance with internal company policies, procedures and codes, for example, Code of Conduct, and all applicable external laws, regulations, standards and industry codes, for example, Fair Trading laws <ul style="list-style-type: none"> • Identification of compliance incidents • Reporting of compliance incidents 	<ul style="list-style-type: none"> • Positive internal/external Customer feedback – formal and informal • Zero LTI's • HO audits consistently at satisfactory or better • Materials handling equipment in working order or 'out of service tags' applied • Feedback from Store Management eg Work practices contribute to an accurate Stocktake result for the store • 100% hazards are reported • 100% incidents are reported • 100% completion of assigned items from Safety Evaluation action plans • 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	<ul style="list-style-type: none"> • Collaboration <ul style="list-style-type: none"> – working effectively and cooperatively with others – establishing and maintaining good working relationships • Customer Service <ul style="list-style-type: none"> – meeting and anticipating customer needs – giving high priority to customer satisfaction • Quality Focus <ul style="list-style-type: none"> – accomplishing tasks by considering all areas involved no matter how small – showing concern for all aspects of the job – accurately checking processes and tasks – monitoring quality and consistency • Continuous Improvement <ul style="list-style-type: none"> – originating action to improve existing conditions and processes – using appropriate methods to identify opportunities, implement solutions, and measure impact • Contributing to Team Success <ul style="list-style-type: none"> – actively participating as a member of a team to move the team toward the completion of goals • Continuous Learning <ul style="list-style-type: none"> – actively identifying new areas for learning – regularly creating and taking advantage of learning opportunities – using newly gained knowledge and skill on the job and learning through their application • Problem Solving <ul style="list-style-type: none"> – committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisational values
Technical Knowledge & Position Specific Skills	<p>Target's Retail Skills program provides comprehensive on-the-job training for its operational staff 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
Personal Attributes	<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.
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