

POSITION PROFILE – SELF LEADERSHIP ROLE

Position Title:	Register Supervisor
Function / Department:	Target Stores Division
Position the role reports to:	Operations Manager
Purpose / Direction / Mission for this team: To co-ordinate the register operations within the store.	
Primary function of the position: 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
<p><u>Customer Service</u> through:</p> <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 <p><u>Staff co-ordination/development</u> through:</p> <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 <p><u>Register Operations</u> through:</p> <ul style="list-style-type: none"> • Efficient operation of POS Systems including offline <p><u>Minimise Loss and maximise profit</u> by:</p> <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 <p><u>Health and Safety</u> by:</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> by adherence to</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 • Identification of compliance incidents • Reporting of compliance incidents 	<ul style="list-style-type: none"> • Positive Internal/external Customer feedback – formal and informal • Feedback from Store Management • Satisfactory Audit outcomes in areas of Administration • 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 team 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 2/3 in Retail Operations • A working knowledge of the POS system
Personal Attributes	<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.
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