



## Haigh's Chocolates

### Position Description/Person Specification

**TITLE:** Retail Assistant (Qualifying)

**CLASSIFICATION:** A E Haigh Pty Ltd Enterprise Agreement – Qualifying Employee

**REPORTING TO:** Retail Store Manager

#### POSITION DESCRIPTION

##### Summary of Duties

The first level of Haigh's Chocolates retail employees, a 6 month qualifying period applies to this position. This is common for seasonal casual employees who will often work within a span of 1-6 months for the Christmas and Easter seasons. Human Resources personnel, in conjunction with Store Management, will have the discretion to begin new employees as a Retail Assistant Level 1 if the candidate has significant retail experience and/or a Certificate II Retail or higher, however the qualifying period still applies.

During the qualifying period, the employee's willingness, ability to learn and ability to deliver to the required standards will be assessed to determine either continued employment or in the case of seasonal casuals, the opportunity to return in the following season.

The main functions are customer service and housekeeping duties. This may include, but not limited to, cash/EFTPOS transactions, filling shelves, bagging products, stock requisitions, cleaning etc. There will be limited exposure to merchandising and stock replenishment as determined by the Front of Shop Co-ordinator and store requirements.

##### Reporting Relationships

This is one of several positions reporting to the Retail Store Manager. The others are Assistant Manager, Front of Shop Co-ordinator and Retail Assistant.

**Direct Reports:** Nil

##### Key Responsibilities

- Quality customer care and demonstrable knowledge of the 10 Commitments of Customer Service.
- Basic Point of Sales (POS) functions and cash handling with minimal supervision.
- Assist senior staff with replenishment/recovery routines.
- High quality food handling including the upholding of hygiene principles, packing, weighing loose chocolate, date code checking etc.
- Assistance with checking and processing of stock deliveries.
- Completion of relevant training and workbooks.
- Awareness of OH&S and actively engage in safe working practices.
- Follow cleaning routines as directed by senior staff and maintain log.

## **PERSON SPECIFICATION**

E=ESSENTIAL

D=DESIRABLE

## EDUCATION

- E Successful completion of Year 11 or equivalent numeracy and literacy levels
- E Completion of food handling training (by end of qualifying period)
- E Completion of Retail Seasonal Casual/Casual Workbook within 4 weeks of first rostered shift.

## EXPERIENCE

- D Experience in a retail environment

## KNOWLEDGE

- E Ability to identify and name top 20 products by name and PLU (by end of qualifying period)
- E Ability to name various category number break ups/classifications (by end of qualifying period)
- E Knowledge of and commitment to Haigh's policies and procedures, as amended from time to time

## ABILITIES

- E Willingness to undertake required training and develop personally
- E Good oral and written English communications
- E Good numeracy levels and the ability to understand metric weights, bagging requirements etc.
- E Willingness to undertake required skills and/or personal development training
- E Commitment and demonstrable compliance to OH&S Policy and Standards.

## PERSONAL QUALITIES

- E Commitment to developing and maintaining very high standards of customer service
- E Friendly, positive work ethic
- E High level of personal presentation and conduct
- E Commitment to team work
- E Willing to learn and accept responsibility and accountability
- E Availability and preparedness to accept nominated shifts in the operational span of hours

Approved **P. Bradwell**

Approved **S. Porter**

Date 2010

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