

Job Description

Business/Support function	Retail
Job Title	Customer Services Assistant
Grade	n/a
Job Family	Business Operations
Reporting to (Job Title)	Store Manager/Team Leaders
Number of direct reports	Nil
Number of indirect reports	Nil
Budget Responsibility	Nil
Contacts	Colleagues and customers

a) Job Purpose

To provide an essential part of the store's frontline customer service, including the highest standards of customer care and the promotion of Co-op Values and membership through understanding member benefits and Society activities

b) Key accountabilities

Excellent customer service and working effectively in a team.

c) Main responsibilities

- Provide a friendly, knowledgeable and efficient service to customers and colleagues, demonstrating high standards/awareness of health and safety, personal appearance and store operating standards.
- Be required to undertake primary duties focusing on a specific section, or undertake other operational activities across the whole store but will be part of a multi skilled team and will receive training in a number of store activities to support colleagues, examples include, checkout operations, stock control, replenishment, in store bake off, news & magazines, ambient, chilled and fresh food, scanning, cash, non-food, petrol forecourt, administration and warehouse.
- In supporting the team with these activities you will be encouraged to develop a range of skills and may from time to time be asked to share the skills with others to assist their development.
- If duty management validated: to undertake duty responsibilities as required and

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<p>directed.</p> <ul style="list-style-type: none"> To undertake any other ad hoc duties or projects as requested by the reporting manager 	
<p>d) Measures of performance</p>	
<p>As a Customer Service Assistant your performance will be measured in the following areas:</p> <ul style="list-style-type: none"> Section performance. Availability, quality, freshness and cleanliness of the section. Customer service standards and dealing with customer complaints. Compliance with legal obligations and Society policies. Product knowledge. Your contribution to store sales, leakage, cost control and the standard of presentation. 	
<p>e) Person profile</p>	
Essential qualifications	Desired qualifications
Essential experience required	Desired experience required
	<p>Experience in a customer facing role</p> <p>Experience of working as part of a team</p>
<p>f) Competencies / behaviours</p>	
<p>Future Direction</p> <ul style="list-style-type: none"> See the bigger picture Challenge, change and improve Make effective decisions <p>Engage People</p> <ul style="list-style-type: none"> Lead and communicate Collaborate and partner Build capability <p>Deliver Results</p> <ul style="list-style-type: none"> Customer focused ways of working 	

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| <ul style="list-style-type: none">• Individual accountability• Agility and reactivity | |
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