

Job Description

Job title: Customer Service Manager

Reporting to: HG RETAIL Management Team, CEO and Directors

Hours: 42.5 working hours

Purpose of the position

To manage all aspects of the Customer service department, maximising customer satisfaction through driving sales and employee advancement by adopting best practice procedures

Key responsibilities & duties

Duties of the role	Competencies sought
Customer service	<i>Ensure that you and your staff deliver an exceptionally high level of service Monitor and drive the mystery shopper program in store Operational knowledge of vouchers and Epay</i>
People Management	<i>Lead by example Compliance with HG RETAIL Enterprise Agreement Open door policy Communicate to all team members Communicate to HG RETAIL and the Management team, horizontally and vertically Solve conflict as it arises Delegate to staff Conduct annual reviews with staff Coach and mentor team members Team orientated approach Manage the teams performance to deliver desired results Good organisational skills and attention to detail</i>
Training	<i>Ensure all team members are competent in respective department training Certificate III training Induction completed Fire training completed Chemical training completed for relevant staff</i>
Financials	<i>Knowledge of closing the gap Understand profit and loss impact on the business Safe management – balancing and troubleshooting Account management Complete store rosters within budgets Ensure stock takes are completed as required, analyse results Monitor KPIs</i>

Duties of the role	Competencies sought
Stock Control/Merchandising	<i>Ordering and receipt of stock Stock rotation Knowledge of host processing Appreciation and interest in good food</i>
Marketing & Promotions	<i>Deliver marketing and promotional programs Support and drive the My IGA program</i>
Compliance	<i>Cleaning schedules implemented Food safe practices/plan followed Ensure all compliance reports are completed e.g. weights and measures, temp checks, Goods Inward Summary Understand the different audits occurring within the store, Safe Food Queensland, Brisbane City Council, Weights and Measures, Fair Trade Practices</i>
Workplace Health & Safety	<i>All staff completed work safe practices Ensure all staff comply with all safety legislation Compliance of all safety regulations, sweep logs, incident reports</i>

Academic or trade qualifications

Cert III in Retail
First Aid Certificate
Food Safety Supervisor
Fire online training
Armed Robbery Training

Work experience and skills

Literacy and numeracy
Register trained
Grocery Manager Mobile
Sign IQ
Business acumen
Knowledge of HG RETAIL business
Advanced computer skills
Knowledge of Rosterlive
Cash management

General

Happy, positive motivated outlook
Personal presentation high standard
Good manners
At times perform other duties as requested by the management team

