

Position Description

Position Name	Assistant Manager
Employee Name	
Start Date	

1. Purpose of the Role

To assist the Supermarket Manager as directed to maximise sales turnover, profit, and customer satisfaction and employee advancement.

2. The Dimensions

The Assistant Manager is required to work according to the management roster, and will work rostered shifts between 7am – 9.30pm over a seven day roster. This includes the requirement to work some public holidays and regular non-standard hours.

3. The Environment

The Assistant Manager will work throughout the store and storage area. The role is very physical in nature and involves standing for long periods of time, the use of ladders and working from height, regular bending, twisting, pulling and pushing movements.

4. Reporting Relationships

The position reports to the Store Manager, and is required to give direction and leadership to a team of Department Managers and Supermarket Assistants, particularly in the absence of the Store Manager.

5. Major Accountabilities

The role is accountable to assist the Store Manager to achieve accurate ordering and stock control, staff management, merchandising, customer service and sales and wages control.

6. Major Job Functions

The major functions of the job are to:

Safety

- Adopt work practices that support Occupational Health and Safety and Environmental programs, and take reasonable care for themselves and other people's health and safety in the workplace.

Staff

- Train new staff in the various tasks they are to undertake.
- Direct, monitor and review the work of staff during each shift.
- Address any staff issues during each shift and communicate to the Store Manager any unresolved issues.

Customer Service

- Respond to customer queries and feedback in an appropriate and timely manner.
- Provide outstanding customer service to customers and ensure, at all times, that the company is positively promoted.

Ordering

- Complete orders according to the order schedule and in accordance with current stock holdings.

Stock Control

- Manage stock levels to ensure adequate stock for shelves and displays between orders.
- Manage stock to ensure that we are not holding too much cash in stock.
- Ensure stock is rotated and out-of-date stock is removed.

Merchandising

- Build and fill displays to required standards.
- Manage shelf mechanics in relation to sales and carton fill.
- Identifying areas that need relays and carry them out accordingly.
- Manage deleted and new lines within allocated sections.

Sales and Wages Control

- Work in all areas to maximise sales.
- Manage wage spend in accordance with sales.

Foodland intranet

- Check regularly (minimum every two days) to keep up-to-date with general information, including recalls and promotions.

7. Challenges and Problem Solving

Major challenges currently facing the position include:

- Managing staff to ensure maximum productivity.

- Controlling stock to ensure lines are in stock and are on show at all times and the storage area is neat and tidy.
- Accurate ordering to ensure order schedules are adhered to, and order levels are consistent with demand.
- Controlling wages to ensure profit targets are achieved and service levels are not affected.

8. Contacts and Critical Relationships

The Assistant Manager will be in contact with Sales Representatives on a daily basis; it is important that positive relationships are maintained.

To be successful, the Assistant Manager will need to work closely with Department Managers, Fresh Food Manager and the Merchandising Manager to ensure company goals are achieved.

Positive relationships will need to be built and maintained with the Supermarket Assistants to ensure that shift targets are achieved.

9. Skills and Attributes

The incumbent will demonstrate:

- At least two years hands-on supermarket and management experience;
- Demonstrated experience in effective coaching, leading and motivation of employees;
- Merchandising skills and ability to cross sell and value add;
- Senior First Aid Certificate;
- Chief Fire Warden training Certificate;
- Knowledge of sales and wages control;
- Knowledge of rostering and working according to budgets;
- Knowledge of following order schedules;
- Developed written and oral communication skills;
- Ability to control stock;
- Demonstrated capacity to consistently deliver a high level of customer service and develop and maintain on-going customer relationships; and
- General computer skills and knowledge of Microsoft applications (work, excel, outlook).

Employee Signed: _____

Date: __/__/__

Manager Signed: _____

Date: __/__/__