**Purpose of the role**

To oversee the liquor store operations providing except customer service and provide accurate point of sale transactions, uphold liquor policies, and develop sound relationships with supplier to maintain accurate inventory. The Liquor Assistant Manager additionally needs to ensure licensing requirements are maintained at all times and uphold the Klose’s brand.

**The Environment**

The Liquor Assistant Store Manager will work primarily in the licensed Cellarbrations store vicinity where they can assist customers and process their purchases. We operate everyday between 10am to 9pm, except Christmas Day and the role we be required to work a roster and be flexible to our operating hours.

The role is very physical in nature and involves standing for extended periods of time and regular bending, twisting, pulling, and pushing movements.

**Reporting Relationships**

The position reports to the Group Liquor Manager and works in conjunction with the Group Operations Manager.

**Major Accountabilities**

* To provide exceptional customer service and accurate processing of customer orders.
* Manage all merchandising within the store.
* Uphold the Cellarbrations 5 Star audits
* Manage inventory and ordering.
* Train and support team members
* Develop key relationships with suppliers, coordinate supplier events.
* Manage rosters within budgets.
* Drive initiatives to generate sales and income.
* Hold your responsible persons badge and Responsible Service of Alcohol Certificate

**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 themself and other people’s health and safety in the workplace.
* Be aware of people entering and leaving the store, so to identify theft and shoplifting.
* Undertake customer bag checks as required and in accordance with our policy.
* Understand and uphold the liquor licensing requirements

**Customer Service**

* Lead and coach the liquor store team.
* Greet all customers in a friendly and courteous manner.
* Ensure timely and accurate processing of customer orders.
* Escalate any customer complaint or issue that cannot be resolved instantly.
* Report to the liquor manager any customer complaints or issues.
* Perform sales transactions in accordance with line with company policy.
* Pack customer orders.
* Keep the Store clean and tidy.
* Roster team members effectively for customer trade patterns

**Inventory Management & Ordering**

* Control inventory levels both on show and in stockroom
* Maintain and use the order system to maintain accurate stock levels.
* Conduct stocktakes and inventory checks.
* Ordering of stock

**Merchandise**

* Activate and prepare promotions.
* Create compelling displays to sell products.
* Maintain accurate shelf tickets.
* Champion product knowledge

**Rostering**

* Completing fortnightly roster for your team
* Approving leave or unavailability where required
* Team management for store operations

 Perform other duties as required/needed.

* **Challenges and Problem Solving**

Major challenges currently facing the position include:

* Ensuring adequate stock levels
* Merchandising – marketing strategies & display designs
* Training and support to team members

Providing excellent customer service, whilst also accurately inputting purchases and balancing the cash.

* **Contacts and Critical Relationships**

The Liquor Assistant Store Manager will be in contact with customers daily; it is important that positive relationships are maintained and that a customer service culture is instilled into the store. The Liquor Assistant Store Manager will collaborate closely with team members, Liquor and Operations Manager in the daily running of both stores.

* **Skills and Attributes**

The incumbent will demonstrate:

* Demonstrated capacity to consistently deliver an elevated level of customer service and develop and maintain on-going customer relationships.
* General computer skills and knowledge of Microsoft applications (work, excel, outlook).
* Developed written and oral communication skills, and
* Good maths skills.
* **Klose’s Way**

The “Klose’s Way” means we work together as a team, have high integrity, think innovatively, effectively lead our teams, and focus on our customers.

The three pillars of the Klose’s Way.

• Customer - exceptional customer service, fresh products, quality, and great value

• People – the right people in our teams, the right roles, customer engagement, employing locals, training, and support

• Community – supporting our communities local clubs and charities, use local suppliers and service provides where we can

All Klose’s team members work within the Klose’s Way and our Behaviours and Capabilities framework. By joining the Klose’s team, you are agreeing to work in line with the Klose’s way to ensure we maintain our culture and standards.

* **Policies and Procedures**

It is everybody’s responsibility to know and understand Klose’s policies and procedures.

Following your reading and understanding of your Position Description please sign below to demonstrate your understanding of your workplace performance criteria.

**Accepted for and on behalf of the team member:**

**Team Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Team Member Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**