1. **Purpose of the position**

The Assistant Store Manager role is to support the Store manager in all facets of managing the store. In the Store Manager’s absence, the Assistant Store Manager will be responsible for all required duties.

Ensure customer needs are met, complaints are effectively resolved, and service is quick, friendly, and efficient. Ensure all products and displays are merchandised effectively to maximise sales and with stock levels that minimise waste and rework. Rosters are set to time of day and task, ensuring budgeted wage levels are met. Train the team to train each other and ensure that the desired standard is met every day.

Has experience in Supermarket retail to lead and direct the work of others. The successful candidate will be firm but fair with the team to drive a result that drives and result but also encapsulates the Klose’s Way behaviours.

1. **Responsibilities**

* Complete store operational requirements by rostering to task and deploying the team; actively following up on work results.
* Administration support where required.
* Identify customer requirements by establishing rapport with customers and other our supply partners.
* Ensure stock availability remains high across the store whilst maintaining inventory level in line with sales.
* Drive sales through merchandising standard throughout the store.
* Overseeing promotional planning activities to ensure optimum return.
* Ensure the health and safety of our customers and team by providing a safe and clean store environment.
* Maintain the stability and reputation of the store by complying with safety rules and regulations and ensuring we are operating in a legal and ethical way.
* Execute events in a timely way and with a passion for merchandising for sales.
* Maintain operations of the store by coaching the team on our policies and procedures and overseeing that these are maintained.
* Contribute to team effort by leading by example as needed.
* Maintain inventory by implementing well thought out promotional plans and maintaining strong relationships with our supply partners.
* Provide training to improve the knowledge base of the team using buddy systems and ongoing coaching guidance.
* Ensure standards for quality, customer service and health and safety are met.
* Respond to customer complaints and comments.
* Execute special promotions, displays and events.
* Tour the sales floor regularly, talking to colleagues and customers to identify or resolve urgent issues.
* Initiate changes to improve the business.

1. **Skills & proficiencies:**

* Coaching skills
* Retail management
* Management skills
* Ability to motivate others.
* Delegation
* Customer focus & Customer relationships
* Quick and adaptive learner
* Multi-Task skills
* Collaborator / Team player
* Pricing
* Team/people management
* Vendor relationships
* Market knowledge
* Results driven.
* Strategic planning
* Management proficiency
* Sales experience
* Organisation
* Strong Verbal and written communication

1. **Reporting relationships**

The Assistant Store Manager reports to the Store Manager.

When the Store Manager is not present in the store the Assistant Store Manager adopts the role of the Acting Store Manager. The ASM therefore plays a leadership role across all members of the store team.

Support and guidance to all store management will be provided by the General Manager Supermarkets, Fresh Foods Manager, People & Culture Manager, and the Group IT Manager.

1. **The Klose’s Way**

Working within the Klose’s Way and ensuring it is at the forefront of what we do.

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.

* **Custome**r - exceptional customer service, fresh products, quality, and great values
* **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.

1. **Team member declaration**

The team member has read and understands the expectation and purpose of the position.

In conjunction with the positions description, contract and company policies will ensure to work within the company expectations/requirements.

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

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

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