

Support Manager Positions

Support Managers

As a leading Tasmanian discount retailer with 29 stores located throughout Tasmania, Chickenfeed Bargain Stores has now expanded into Victoria. Our new stores have all opened with great success.

Exciting opportunities exist to be part of the team that sees Chickenfeed successfully grow in the Victorian retail market.

We have two vacancies for enthusiastic and passionate people to join the team as Support Manager at Kyneton and Support Manager at Melton.

You must possess hands-on management experience in retail or other similar industry with amongst other skills -

- the ability to understand and achieve financial and business targets;

- highly developed merchandising skills with the ability to manage high volume stock levels on a daily basis;

- excellent communication and interpersonal skills;

- a strong commitment to customer service;

- the ability to motivate, coach and develop team members

- the ability to create a fun and exciting place to shop for our customers

Further information, including a position description can be obtained on our website www.chickenfeed.com.au or emailing recruitment@chickenfeed.com.au

Applications are to be received by Friday 12th February 2010 and are to be forwarded to recruitment@chickenfeed.com.au or via post at

Human Resources Department
Victoria Store Manager
Chickenfeed Bargain Stores
1066 Cambridge Road
CAMBRIDGE TASMANIA 7170

POSITION DESCRIPTION

Assistant Store Manager

LOCATION: Store
REPORTING TO: Store Manager



THE ROLE

Assistant Store Managers are responsible for assisting the Store Manager with the running of the store. Their primary function is the aggressive merchandising of the store on a daily basis. They assist the Store Manager with giving direction and guidance to each staff member in a manner that ensures that the store contributes the maximum possible sales and profit return to the company.

THE PERSON

They will be passionate about retail, gaining satisfaction from successfully assisting the Store Manager with various aspects of store operation. With proven leadership experience they will enjoy assisting the Store Manager in training, developing and motivating their team. They will have an eye for detail, ensuring their store is merchandised to a high standard, maximising sales and customer experience.

JOB DUTIES & TASKS

1. Customer Care

- a) Ensure all staff are capable and willing to provide a high level of service to our customers with the ultimate objective of exceeding customer expectations.
- b) Deliver a high standard of personal service - providing an ongoing example to those around you.
- c) Handle complaints in a positive and courteous manner, endeavouring to ensure the customer is satisfied.

2. Staff Performance and Development

The Assistant Manager is to provide the environment and resources necessary for the staff to perform their duties to the required standards. Coordinating with the Store Manager they will also:

- a) Provide advice and instruction that will improve the performance and development rate of each individual staff member, to ensure their full development potential is obtained.
- b) Ensure that each staff member has a clear understanding of their responsibilities; the performance standards expected of them and monitor compliance to those standards.
- c) Follow on-the-job training schedules for all new staff and assess their suitability to continue beyond the probationary period and communicate to the Store Manager.
- d) Continually identify training needs, communicate to the Store Manager and assist in organising relevant training for all staff.
- e) Assisting the Store Manager, regularly review and discuss with each of the staff their achieved standard of performance in all areas including sales, merchandising and customer service.
- f) Identify poor performance and take all necessary action to improve to the desired standard.
- g) Monitor the personal appearance and presentation of all staff and take steps if necessary to ensure that their appearance reflects a business-like and professional image.

3. Correct Store Operation

- a) Ensure all personnel are acting in accordance with all Company policies and directives, including those in the Operations Manual, and those that are issued on a daily basis.
- b) Ensure that all statutory regulations are adhered to.
- c) Ensure that matters of administration, office procedures, e-mails memos and reports are completed in a thorough and prompt manner.

4. Store Presentation

Customers must form a positive impression of the Chickenfeed store both prior to entering and while they are in it. An Assistant Manager is responsible in assisting the Store Manager with ensuring that:

- a) Merchandising:
 - The store is merchandised and ticketed in a manner consistent with Company guidelines.
- b) Layout:
 - the store's layout reflects the current trading objective/s - i.e. promotions, seasonal events;
 - there is a regular review of size and location of departments, in conjunction with the Store Manager, to promote a sense of change and excitement; and
 - there is ease of customer traffic flow.
- c) Housekeeping:
 - Action is taken to keep all areas of the store clean and tidy throughout any trading period; and
 - there is constant repair and maintenance of all store fixtures and fittings.
- d) Recovery:
 - Recovery is completed each trading day, commencing at the nominated time to ensure that prior to leaving the store at night, the store is ready for trade the next day.
- e) Atmosphere:
 - The required steps are taken to provide a pleasant and non-threatening environment in which to shop - i.e. appropriate style and volume of music, visual displays of promotional material.

5. Sales/Stock Performance Review

- a) Regularly review all aspects of the stores sales performance and stock levels.
- b) Take corrective action where necessary to improve sales, reduce excessive stock levels through aggressive merchandising and avoid potential markdowns.

6. Stock Control

- a) Report any overstock problems to the Store Manager.
- b) Continually monitor the available stock information (re. POS) to maximise sales potential of specific lines.
- c) Ensure stocktakes are executed in an accurate and efficient manner.
- d) Take action to minimise and record damaged stock.

7. Cost Control

- a) Minimise expenditure whilst ensuring effective store operations. Areas include:
 - ensure telephone/fax is used for business use only;
 - manage rubbish removal, including collection times;
 - manage store supplies, including non-resale, store equipment and fittings; and
 - amend store lighting in non trading times to minimise power usage and ensure employees take steps to minimise electricity spike rate.
- b) Maximise staff productivity and maintain appropriate staffing levels to ensure that wage budgets are achieved.

8. Security

- a) Ensure staff comply with all relevant company policies and procedures - e.g. bag checks, cash handling.
- b) Take a proactive role in deterring shop theft from both staff and the public.
- c) Effective apprehension of shoplifters.
- d) Ensure all cash is stored in a secure manner as per company policy.
- e) Ensure that all the company assets are protected and that premises are secured and alarmed each night.
- f) Ensure staff receive appropriate training, including how to minimise theft and respond to attempted robberies.

9. Compliance

- a) Ensure compliance notices, such as product recalls, have been actioned in a timely and thorough manner.
- b) Ensure staff understand and comply with necessary protocol, policies, procedure and government regulations for store chilled goods, e.g. out of code procedure.
- c) Provide staff with compliance training for all areas as required.

10. Occupational Health and Safety (OHS)

- a) Ensure that all staff, including management comply with and understand all legal and Company OHS requirements and standards.
- b) Be committed to providing a safe and healthy workplace for staff, customers and visitors.
- c) Ensure all appropriate actions are taken to implement OHS policies, procedures and legislative requirements within own area of responsibility.
- d) Be committed to ensure that all staff, including management are free from any form of harassment, sexual or otherwise.
- e) Take reasonable steps to ensure that all staff, including management do not engage in discrimination or prohibited conduct under the Anti-Discrimination Act 1998.
- f) Demonstrate commitment to OHS, for example through participation in formal and informal discussions, hazard inspections, etc.
- g) Monitor and review the OHS performance of all staff within own area of responsibility.
- h) Participate when required in the resolution of OHS issues.
- i) Communicate regularly on relevant OHS matters.
- j) Ensure OHS is on the agenda at all meetings.
- k) Initiate actions to improve OHS within own area of responsibility.

11. Service Centre Support

- a) Ensure understanding of the general function of each Service Centre employee, with particular reference to those that are available to offer specialist support for the efficient operation of the store.
- b) Ensure that this support is used and available in the most effective manner, but always to the benefit of the store and customers.

12. Communications

Ensure that effective communications (both formal and informal) operate between management, staff, the Service Centre and the Warehouse. Communicate ideas, suggestions, constructive criticisms and problems to the appropriate personnel for actioning, following appropriate issue resolution procedures.

13. Personal Performance Standards

- a) Comply with all company policies and procedures.

- b) Maintain a reasonable product and market knowledge of the retail industry generally, but with particular attention to our Company and our immediate competitors.
- c) Be aware of current Company vision, values, objectives and policies. This knowledge should extend to an understanding of the issues behind the policies and place you in a position where the reasoning behind these policies can be clearly explained to staff.
- d) Maintain a reasonable knowledge of the operation of other sections within the Company, with particular attention to those sections which have close operating relationships with the store. E.g. Buying Office and Warehouse.
- e) Develop a professional relationship with staff, which not only maintains Company discipline within the spirit of the Company policies, but which also encourages and uses the initiative and the communication of constructive comment
- f) Foster and maintain a 'team' based approach to the role played by Store staff. Actively lead the Store staff in such a way that a real sense of 'ownership' becomes an integral factor in the ongoing achievement of designated business targets/budgets. This must include: communication of key goals, delegation of suitable tasks, responsibility and authority, regular meetings, training, coaching and development, recognition of high standard performance and performance management.
- g) Maintain a complete updated knowledge of the Company computer system, both software and hardware.
- h) Take responsibility for the Store's performance. Request and obtain any details needed from the Store Manager in order to assist in achieving Store and Company objectives.
- i) Attend Managers meetings, training and conferences as required, which may involve travel and overnight stays.
- j) Complete any other reasonable duties or Management requests as required.

14. Stakeholder Involvement

- a) At times, attend events to represent the company at functions and events which may not be during normal trading hours. These include, but are not limited to, awards presentations, charity events and other community activities.

SELECTION CRITERIA

1. Exceptional communication skills, with the ability to interact effectively with a broad cross-section of people, most importantly, our customers.
2. A high level of confidence, initiative, self-motivation and discipline, together with the ability to work independently and as a member of a team. – to perform tasks effectively and efficiently.
3. Ability to manage peak work periods and work well under pressure.
4. Ability to lead and work together with a team emphasising the Company's "family" culture.
5. A high level of personal presentation.
6. A friendly nature with the ability to perform duties and assist customers with a smile.
7. Well developed time management and proven organisational skills with the ability to prioritise tasks to ensure deadlines are met in an environment that is subject to specific timeframes.
8. Good mathematical ability in retail context.
9. A high level of attention to detail.
10. Available to work hours incorporating seven day trade and attend after hours when required, such as emergency situations.
11. Current and unrestricted drivers licence.