

Customer Service Manager Positions

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 Customer Service Manager Bendigo and Customer Service Manager Wendouree.

Successful candidates must possess:

- Excellent communication and interpersonal skills

- A strong focus on providing exceptional customer service

- Highly developed merchandising skills

- Flexibility necessary to respond to changing requirements quickly

- A strong commitment to developing a retail career

Retail management experience will be advantageous although not necessary. Your enthusiastic and motivated personality, professional hands-on approach and desire to succeed will be rewarded.

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

Customer Service Manager

LOCATION: Store
REPORTING TO: Store Manager



THE ROLE

As an active member of the Store Management team, Customer Service Managers contribute to the overall profitability of the Company by ensuring sales are maximized through the provision of exceptional customer service. Customer Service Managers provide assistance to the Store Manager and Assistant Store Manager in all aspects of the running of the store, including managing Store operations in their absence.

THE PERSON

You will be passionate about retail, providing excellent customer service and enjoy working in a team environment. You will gain satisfaction from assisting Store management in all aspects of store operation. With an eye for detail, you will ensure the Store is merchandised to a high standard, maximising sales and customer experience.

JOB DUTIES & TASKS

1. Customer Care

- a) Assist Store Management in ensuring 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

When required, seeking advice and guidance from the Store Manager and Assistant Store Manager:

- 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) Follow on-the-job training schedules for staff, assess their suitability to continue beyond the probationary period and communicate to the Store Manager.
- c) Identify poor performance and report to the Store Manager.
- d) Monitor the personal appearance and presentation of all staff and if necessary report to the Store Manager 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. As Customer Service Manager, it is your responsibility to assist Store Management in ensuring that:

- a) Merchandising:
 - the store is merchandised and ticketed in a manner consistent with Chickenfeed guidelines.
- b) Layout:
 - the store's layout reflects the current trading objective(s) - i.e. promotions, seasonal events; 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
 - report any required repair and maintenance of store fixtures and fittings to the Store Manager.
- 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. Stock Control

- a) Provide assistance to the Store Manager as directed, for example completing stock orders, inter store transfers, markdowns and remerchandising.
- b) Provide assistance to ensure stocktakes are executed in an accurate and efficient manner.
- c) Take action to minimise and record damaged stock.

6. Cost Control

- a) Minimise expenditure whilst ensuring effective store operations. Areas include assisting the Store Manager where directed to:
 - 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.

7. 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.

8. Compliance

- a) In the absence of other Store Management, 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.

9. Occupational Health and Safety (OHS)

- a) Ensure that you and your staff 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 you and your staff are free from any form of harassment, sexual or otherwise.
- e) Take reasonable steps to ensure that you and your staff 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) Initiate actions to improve OHS within own area of responsibility.

10. Service Centre Support

- a) Ensure that you understand 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 your store and your customers.

11. Personal Performance Standards

To ensure your effective contribution to the Company, it is expected that you:

- a) Comply with all company policies and procedures.
- b) Be aware of current Company vision, values, objectives and policies.

- c) 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 you. e.g. Buying Office and Warehouse.
- d) Develop a professional relationship with your 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
- e) Foster and maintain a 'team' based approach to the role played by your staff.
- f) Take responsibility for your store's performance. It is up to you to request and obtain any details you need from your Store Manager, in order for you to achieve your objectives.
- g) Attend Managers meetings, training and conferences as required, which may involve travel and overnight stays.
- h) Complete any other reasonable duties or Management requests as required.

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 Chickenfeed'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.