



## POSITION DESCRIPTION

<b>TITLE:</b>	Senior Retail Assistant
<b>DATE</b>	September 2023
<b>GRADE</b>	General Retail Industry Award
<b>AREA</b>	Retail
<b>LOCATION</b>	Milawa Cheese Company Pty Ltd, Factory Rd, Milawa
<b>REPORTS TO:</b>	Retail Manager
<b>POSITION OVERVIEW</b>	<p>Working in our retail outlet, you will help Milawa Cheese deliver an extraordinary customer experience.</p> <p>In addition to performing a variety of manual tasks you will be dealing directly with the public in a busy and dynamic retail environment.</p> <p>This position will involve working varied shifts. Some weekend and overtime work may be included.</p>
<b>KEY RESPONSIBILITIES:</b>	
<b>General Duties</b>	<ul style="list-style-type: none"><li>• Delivering friendly and knowledgeable customer service</li><li>• Opening and closing the retail outlet</li><li>• Competent cash management including reconciling tills and registers</li><li>• Training and supervision of other staff under the direction of the Retail Manager</li><li>• Monitoring fridge and food temperatures</li><li>• Monitoring and rotating stock</li><li>• Assist in the preparation of cheese products for the retail outlet</li><li>• Cleaning and maintaining work areas and equipment</li><li>• Packaging product ready for sale</li><li>• Reporting any faults or hazards to Management</li><li>• Creating and Maintaining displays</li><li>• Preparation of orders for our wholesale market</li><li>• Liaising with wholesale clients and maintenance of records including invoicing.</li><li>• Engage with large groups to promote Milawa cheese products.</li><li>• Maintaining hygiene and food safety stands to the highest levels</li><li>• Willing and able to stand in for the Retail manger in their absence</li><li>• Review of cheese quality and taste variations</li><li>• Other duties as directed</li></ul>
<b>Specialist Skills</b>	<ul style="list-style-type: none"><li>• Nil</li></ul>



<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"><li>• Awareness of WHS processes</li><li>• Maintain strict hygiene standards</li><li>• Wear protective clothing as instructed</li><li>• Report any hazards or risks in the workplace</li></ul>
<b>Quality Control</b>	<ul style="list-style-type: none"><li>• Promptly report any product faults or inconsistencies</li><li>• Ensure products are suitable for sale including disposal of out of date or damaged stock</li></ul>
<b>Team Work and Training</b>	<ul style="list-style-type: none"><li>• Work closely with a small team</li><li>• Participate in training as required</li></ul>
<b>Authority</b>	<ul style="list-style-type: none"><li>• Act as supervisor as directed by the Retail Manager</li></ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• Good presentation and a friendly manner</li><li>• The ability to work quickly and methodically</li><li>• The ability to concentrate while doing repetitive tasks</li><li>• The ability to follow instructions</li><li>• Competent written and excellent verbal communication skills</li><li>• Good mathematic and calculation skills</li><li>• Local knowledge</li><li>• An interest in artisan food products - specifically cheese</li></ul>
<b>QUALIFICATIONS / EXPERIENCE:</b>	<ul style="list-style-type: none"><li>• Experience in a similar position would be preferred however training will be provided.</li><li>• Food Handling Certificate</li></ul>
<b>PHYSICAL REQUIREMENTS</b>	<ul style="list-style-type: none"><li>• The ability to stand for long periods</li><li>• The ability to carry out manual tasks which may include lifting moderate weights</li></ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"><li>• Can Do attitude</li><li>• Attention to detail</li><li>• Well presented</li><li>• Positive attitude</li></ul>
<b>PERFORMANCE GOALS</b>	<ul style="list-style-type: none"><li>• Ensure all activities are done safely and with correct hygiene and quality principles</li><li>• Excellent product knowledge</li><li>• Customer feedback ratings above 80%</li></ul>
<b>REVIEW DATE</b>	April 2023