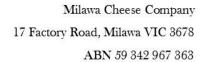


POSITION DESCRIPTION

TITLE:	Senior Retail Assistant
DATE	September 2023
GRADE	General Retail Industry Award
AREA	Retail
LOCATION	Milawa Cheese Company Pty Ltd, Factory Rd, Milawa
REPORTS TO:	Retail Manager
POSITION OVERVIEW	Working in our retail outlet, you will help Milawa Cheese deliver an extraordinary customer experience. In addition to performing a variety of manual tasks you will be dealing directly with the public in a busy and dynamic retail environment. This position will involve working varied shifts. Some weekend and overtime work may be included.
KEY RESPONSIBILITIES:	
General Duties	 Delivering friendly and knowledgeable customer service Opening and closing the retail outlet Competent cash management including reconciling tills and registers Training and supervision of other staff under the direction of the Retail Manager Monitoring fridge and food temperatures Monitoring and rotating stock Assist in the preparation of cheese products for the retail outlet Cleaning and maintaining work areas and equipment Packaging product ready for sale Reporting any faults or hazards to Management Creating and Maintaining displays Preparation of orders for our wholesale market Liaising with wholesale clients and maintenance of records including invoicing. Engage with large groups to promote Milawa cheese products. Maintaining hygiene and food safety stands to the highest levels Willing and able to stand in for the Retail manger in their absence Review of cheese quality and taste variations Other duties as directed
Specialist Skills	• Nil





Workplace Health and Safety	 Awareness of WHS processes Maintain strict hygiene standards Wear protective clothing as instructed Report any hazards or risks in the workplace
Quality Control	 Promptly report any product faults or inconsistencies Ensure products are suitable for sale including disposal of out of date or damaged stock
Team Work and Training	 Work closely with a small team Participate in training as required
Authority	Act as supervisor as directed by the Retail Manager
Other Requirements	 Good presentation and a friendly manner The ability to work quickly and methodically The ability to concentrate while doing repetitive tasks The ability to follow instructions Competent written and excellent verbal communication skills Good mathematic and calculation skills Local knowledge An interest in artisan food products - specifically cheese
QUALIFICATIONS / EXPERIENCE:	 Experience in a similar position would be preferred however training will be provided. Food Handling Certificate
PHYSICAL REQUIREMENTS	 The ability to stand for long periods The ability to carry out manual tasks which may include lifting moderate weights
PERSONAL ATTRIBUTES	 Can Do attitude Attention to detail Well presented Positive attitude
PERFORMANCE GOALS	 Ensure all activities are done safely and with correct hygiene and quality principles Excellent product knowledge Customer feedback ratings above 80%
REVIEW DATE	April 2023