



## Kickstart your career as a Customer Services Assistant

Job Title	Kickstart - Customer Services Assistant
Location	Across Lincolnshire and Newark
Hours	As specified, working across 7 days between 5am - midnight
Contract	Temporary - 6 months
Pay	
Reports to	Store Manager/Team Leader
Benefits	<ul style="list-style-type: none"><li>- Pension contribution of up to 12% of salary</li><li>- Colleague discount across our family of businesses</li><li>- Employees Association membership for a small monthly contribution</li></ul>
Scope and Purpose	<ul style="list-style-type: none"><li>- To provide exemplary standards of customer care at all times</li><li>- To work cohesively with others as part of an inclusive working environment</li><li>- Adhering to our purpose and approach through the understanding of membership, member benefits and Society activities</li></ul>
Duties and Responsibilities	<ul style="list-style-type: none"><li>- Provide a friendly, knowledgeable and efficient service to all customers and colleagues</li><li>- To work closely with the wider team to ensure timely and efficient store operating standards are achieved daily</li><li>- Demonstrate high standards of personal appearance, hygiene and conduct as a member of our front-line customer service team</li><li>- Show an understanding of health and safety in the workplace and report accordingly where issues are identified</li><li>- Be fully aware of store security and the security of others at all times</li><li>- Actively contribute to the success of the team, through an understanding of store procedures, customer satisfaction scores and trading results</li></ul>



Duties and Responsibilities  
(continued)

- Be prepared to develop skills in all areas of the store operation which may include, but not limited to:
  - Checkout operations
  - Stock control, including ordering and stock counts
  - Replenishment and stock rotation
  - Implementation of section plans
  - In-store bakery
  - Petrol forecourt
  - Any further store administration as may be required in role
- To take ownership of keeping up to date with all relevant communication and understand where such information can be obtained
- To take ownership of ongoing training and development through our e-learning platform, iLearn and attend any training courses that may be required within the role
- Demonstrate good working practices to other colleagues, offering support and guidance to assist their development when required
- This list is not exhaustive and other additional duties may be requested from time to time at the discretion of store leadership team

Relationships

- Colleagues within the food team
- Colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, Learning & Development, etc.
- Customers at all levels and partners from our local community groups

Qualifications and experience

- Previous experience in a similar environment is desirable, however full training will be given
- Entry-level literacy and numeracy skills
- Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values, that would support our purpose and approach
- Excellent interpersonal skills, demonstrating high levels of professionalism at all times
- Pro-active, enthusiastic and confident team player who will contribute to the continued success of the Society