

## **JOB DESCRIPTION – Schedule B**

**Position:** Retail - Team Leader

**Location:** Skyline Rotorua

**Department:** Retail

**Responsible To:** Retail Manager

### **Key Tasks:**

- To assist the Retail Manager with daily operations
- To partner with new staff for 'on the job' training, for retail store products under the supervision of the Retail Manager
- To actively support, assist & directly work with the floor team daily to ensure all retail spaces are maximising revenue opportunities, under the direction from the Retail Manager
- To work with the Retail Manager to identify & implement opportunities for improvement. Assist the Retail Manager in the distribution of this information to the team
- To assist the Retail Manager in managing stock levels and controls, by advising of ordering requirements, managing stock loss prevention and always being vigilant of your surroundings
- To assist Skyline Rotorua to achieve budgeted profitability in all areas of the operation, e.g., to promote other areas of our operation
- To assist the Retail Manager in ensuring all inward goods are processed correctly
- Assist with keeping online inventory stock levels true and current to what stock levels are available. Ensuring all online sales and email orders for the retail store are monitored daily
- To provide excellent customer service to all our customers, visitors and guests who visit the retail store, Information Desk and Jelly Belly Store.
- To process all sales, eftpos and credit card transactions correctly and ensure that the team are always following cash handling processes
- Provide accurate information and advice to all customers, visitors, and guests
- To maintain all standards of safety, hygiene, administration, and security to the required legislative and procedural levels

## **Main Duties & Responsibilities:**

1. To ensure the smooth running of the retail stores, and maintaining the shop standards by:
  - a. Respectfully, leading our Retail team throughout all Skyline retail spaces.
  - b. Taking responsibility for doing everything possible to ensure our customers, visitors and guests needs and requirements are met efficiently and in a timely and professional manner.
  - c. Maintaining a high degree of accuracy, security and tidiness in all areas involving the handling of cash and associated records.
  - d. Keeping the shop and displays always clean and tidy, leading by example and assisting all team members.
  - e. Assisting with regular stock checks and monthly stock takes.
  - f. Ensuring the entire team is being always vigilant and help minimise stock loss.
  - g. Ensuring excellent customer service is demonstrated at all times.
  - h. Follow Skyline processes and procedures professionally, ensuring team complies.
  - i. Record all lost property, ensure it is registered with Administration as soon as practicable.
  - j. Develop good knowledge of all retail product to increase sales & positive customer experience
  - k. To ensure company procedures for the use and balancing of tills and inventory control systems are strictly adhered to.
  - l. Ensure all online orders are being correctly actioned and processed.
  - m. To always ensure efficient communication with staff and management. Always maintain confidentiality of all information and ensure that only the correct person(s) gain access to such knowledge as required.
  - n. Ensure all staff are in correct uniform and are clean and tidy with name badges on, adhering to all Skyline uniform policies.
  - o. Work closely and take clear direction from the Retail Manager to ensure all expectations, procedures and standards of all team members on the shop floor are upheld at all times.
2. To welcome all guests and provide outstanding customer service at the Information Desk
  - a. Ensure customer queries are managed and the correct information and advice is provided.
  - b. Provide information on all retail products and specials to all customers waiting for service.
  - c. Process cash sales and Gondola Card Holders

- d. Assist and maintain queues by ensuring there is a regular flow of customers using both tills available.
3. To comply with all established workplace Health and Safety policies.
  - a. To be responsible for meeting and promoting established Health and Safety policies and practices.
  - b. To be responsible for the completion of approved workplace Health and Safety documentation.
4. Ensuring delivery of service that support Skyline's sustainability goals by:
  - c. Ensuring recycling and waste management practices are carried out where possible.
  - d. Maintaining your work area to an environmentally acceptable standard.
  - e. Making suggestions for environmental sustainability improvements.

**Key Competencies:**

- Friendly and efficient customer service skills and a guest-focused approach
- A complete understanding of guests' needs in line with the brand offering and product delivery
- An ability to upsell
- Ability to cope well under pressure
- Ability to lead a small close-knit team by example, to grow all team members and get the best results for the company overall
- Reliable and able to work unsupervised
- Able to follow procedures
- Able to work as part of a team and build rapport with all levels of the wider business
- An energetic and fun outlook
- Attention to detail
- Numerical ability
- Computer literacy
- Cash Handling Skills

## **Living Our Values**

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals.

We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

## **GENERAL:**

Any other duties that may be related to and consistent with the above job description as directed by management.

Maintain a public image that is always compatible with the highest standards whilst on the premises.

Seek to improve skills and competencies through training and personal development initiatives.

Ensure all aspects of the company's mission statement are upheld.

Ensure full confidentiality is always maintained under all circumstances.

I accept the job description for the position of Retail Team Leader.

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_