

Mills Group

Customer Service Colleague

Job Description

Job Role

Support the store management in ensuring the store meets the expectations and needs of the customers, through effective customer service, and ensuring availability of products and services at all times.

Main Function of the Position

A Customer Service Colleague in Mills is responsible for serving customers, maintaining standards within the store, replenishing stock through rotation and code checking, dealing with queries and complaints from customers and other members of the public including, Sales Reps and other third parties, performing other duties that assist in the opening and closure of the store as well as completing any other reasonable tasks and duties as requested of them from their line manager, Area manager or any one from Head Office as long as it is deemed within their capabilities.

Main Responsibilities

1. Operate the till, including normal sales, handling multiple methods of payments, and also including other till functions such as voids, returns and similar functions that might normally be expected in a shop environment.
2. Serve customers as normally required in a shop environment, whilst ensuring that they are treated with respect and manners.
3. Develop an understanding of the products sold in the store sufficient to provide an effective level of customer service, and contribute to the sales targets.
4. Take an active role in stocking shelves according to company procedures and policies, using own initiative to fill any gaps, adhering to the company procedures for stock replenishment.
5. Take an active role in maintaining effective stock room controls, and in ensuring continued stock supply, and in maintaining stock record accuracy.
6. Contribute to the general tidiness and cleanliness of the shop and conform to associated company procedures and policies. Participate in the housekeeping of all shop areas, including Staff rest areas, (kitchen and toilets) back yards, front of store area and stock rooms.

7. Develop an understanding of sales skills in a shop environment sufficient to provide an effective level of customer service and performance.
8. Contribute ideas and suggestions, in order to achieve improvements in all aspects of the shops performance both individually and as a member of the shop team.
9. Be flexible and mobile, willingly working on any task within the shop environment or in support of shop sales.
10. Take an active role in ensuring quality of your own work conforms to any standards defined, as well as that of suppliers.
11. Take an active part in any performance measurement, enabling the company to improve.
12. Actively learn and implement new ideas, methods and skills.
13. Comply with and implement all of the Mills policies and procedures.
14. Comply in all respects with Mills policy, procedures and legislation in respect of Health and Safety, Licensing Law and Trading Standards.

Interface with People and Departments

- All Stores and colleagues within stores
- Directors
- Area Managers
- Accounts Department
- IT Department
- Security and Audit Department
- Weekly Sheets Department
- Trade and Marketing Department
- Human Resources and Payroll Department

Reporting Channel

Accountable to; Store Manager and or other store management

Responsible to; Area Manager

Opportunities for Personal Development

The Customer Service Colleague (CSC) will receive an annual appraisal followed up with a six monthly review of their Personal Development Plan. (PDP)

The objective of this is to ensure the ongoing development of the individual and to identify any areas of strength or weakness which will support and develop the individual in their role within Mills Group.

Team Meetings

- Attend Team Meetings
- To contribute to the development of the store and area
- Play an active part in the team

PERSON SPECIFICATION

Customer Service Colleague

Attributes	Essential	Desirable
Qualifications	Minimum GCSE 'C' Grade or above or equivalent in Maths and English	NVQ level 2 in retail and or customer service
Skills, Knowledge And Experience	Some previous experience of working in a busy environment or in a position that requires interaction with the public.	<p>1 year in a retail or customer service position</p> <p>Experience of dealing with money in various forms such as cash payments, debit or credit card payments.</p> <p>Proven experience of working in an environment that requires knowledge of legislation of age restricted products such as alcohol or fireworks etc...</p>
Personal Qualities	<p>Ability to maintain confidentiality</p> <p>Positive and flexible attitude</p> <p>Be patient, tactful, diplomatic and approachable.</p> <p>Possess a good degree of objectivity and be able to work without bias in certain situations.</p> <p>Self motivated</p> <p>Commitment to Equal Opportunities and Customer Care</p>	

Competencies for Mills Group Customer Service Colleagues (CSC)

Communication

- Listens to others and is able to capture key points.
- Communicates ideas and opinions clearly and concisely in verbal and written format.
- Is fluent, clear and articulate in verbal expression.
- Conveys interest and enthusiasm when presenting ideas and services to fellow colleagues and customers

Integrity

- Is open, frank and able to admit to shortcomings.
- Promotes and adheres to social, ethical and organisational standards and does not compromise principles.
- Personally illustrates priorities and values.
- Live the values.

Planning and Organising

- Is able to plan time and workload to achieve agreed objectives and manage workload effectively.
- Can organise priorities to meet deadlines, including ensuring that all tasks are completed to meet legal requirements and store manager instructions.

Influencing and Persuading

- Makes a strong, positive impression.
- Establishes rapport quickly.
- Shows sensitivity to the feelings and needs of others.
- Is influential and persuasive.
- Is flexible in response to others and can change position when needed.
- Is assertive and can take charge of a situation when appropriate.

Motivation/Drive and Determination

- Maintains a high level of energy, self-discipline and motivation at all times. Is self-motivated and sets high work standards and challenging goals.
- Shows initiative and sustains high levels of activity.
- Stands by own convictions.
- Is resilient and impartial in the face of obstacles.
- Is calm, controlled and persistent.

Business Awareness

- Is aware of current company direction and priorities.
- Is aware of company, departmental and team objectives.
- Can identify key customers and is aware of competitors.
- Understands and observes company standards.