



## EMPLOYMENT APPLICATION FORM

### RETAIL STORES VICTORIA

Applying for: Shop Assistant  Management  Date: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

*Correspondence from Cheap as Chips will be sent to your email address (if supplied)*

#### Address (Residential)

\_\_\_\_\_  
\_\_\_\_\_  
Post code: \_\_\_\_\_

#### Address, Postal (if different from above)

\_\_\_\_\_  
\_\_\_\_\_  
Post code: \_\_\_\_\_

Mobile: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Please tick the box which best describes your residency status:

Australian Citizen/ Permanent Resident  Valid Visa with Work Entitlements

If currently on a VISA, please stipulate details: \_\_\_\_\_

To assist in assessing opportunities for your employment, please respond to the following questions:

**1. Why have you chosen Cheap as Chips as a place that you would like to work?**


**2. Please tick the stores you are interested in working at.**

<b>Riverland Shepparton &amp; Goulburn Valley</b>	<b>Gippsland</b>	<b>Grampians, Central West &amp; Great Ocean Road</b>	<b>Metro Victoria</b>
<input type="checkbox"/> Echuca	<input type="checkbox"/> Bairnsdale	<input type="checkbox"/> Ballarat	<input type="checkbox"/> Carrum Downs
<input type="checkbox"/> Mildura	<input type="checkbox"/> Morwell	<input type="checkbox"/> Colac	<input type="checkbox"/> Pakenham
<input type="checkbox"/> Shepparton	<input type="checkbox"/> Sale	<input type="checkbox"/> Geelong	
<input type="checkbox"/> Swan Hill	<input type="checkbox"/> Traralgon	<input type="checkbox"/> Hamilton	
		<input type="checkbox"/> Horsham	
		<input type="checkbox"/> Warrnambool	
		<input type="checkbox"/> Mount Gambier (SA)	

**Please note: If you are applying for a management role you are required to transfer between stores. You could be placed in any of the listed stores above if they are within a one (1) hour driving distance. Do you agree?**

Yes  No

**3. You may be required to cover shifts at other stores within your designated transfer zone. Do you agree?**

Yes  No

**4. What contract hours are you applying for? (please tick relevant box)**

**Management Position – fully flexible**

Must be available to work the following times:

- Avg. 40hr week, Mon-Sun, rotating roster
- Required to transfer
- Flexibility with early starts (7am) and late finishes (9:30pm)
- Extended Xmas trading hours
- Cover shifts at short notice
- Decisions regarding annual leave applications submitted for the following periods will be discretionary and may not be approved:
  - 15 November to 15 January,
  - 1 week prior to Easter and 1 week after Easter, and
  - any other key trading times and set up periods (e.g. Mother's Day, Father's Day, Christmas set-up etc.)
- 2 year contract

**Casual/Part-time Monday to Sunday – fully flexible**

Must be available to work the following times:

- 7am morning fill starts
- Normal trading 9-5:30
- Thursday nights until 9pm
- Night fill until 9:30pm
- Saturdays/ Sundays
- Extended trading hours -Christmas (2 weeks prior, late night, possibly every night)
- Decisions regarding annual leave applications submitted for the following periods will be discretionary and may not be approved:
  - 15 November to 15 January,
  - 1 week prior to Easter and 1 week after Easter, and
  - any other key trading times and set up periods (e.g. Mother’s Day, Father’s Day, Christmas set-up etc.)

**Casual Juniors Thursday/ Friday nights, Saturday and Sunday**

Must be available to work the following times:

- Late night trade (Thursday /Friday till 9pm)
- Saturdays/ Sundays
- Extended Christmas trading hours
- Additional shifts during school holidays
- Decisions regarding annual leave applications submitted for the following periods will be discretionary and may not be approved:
  - 15 November to 15 January,
  - 1 week prior to Easter and 1 week after Easter, and
  - any other key trading times and set up periods (e.g. Mother’s Day, Father’s Day, Christmas set-up etc.)

**Please Note: Individual working arrangements will not be catered for.**

**5. If you are offered a position with Cheap as Chips, do you agree to undergo a Pre-Employment/ functional Assessment that relates to the needs of the job?**

Yes  No

**6. Please list details of your Education (list formal and informal qualification relevant to the job)**

DATES (from – to)	School / TAFE / University/ Other	Qualification

**7. Please list details of your Employment History (start with your most recent position)**

<b>DATES (from – to)</b>	<b>Company</b>	<b>Position</b>	<b>Duties</b>

**Other relevant experience/ skills: (eg customer service skills, Point of Sale, EFTPOS)**


**9. Please provide contact details of three current referees from whom confidential reports may be obtained. By providing these details you give us permission to contact your referees should we need to.**

	<b>Name</b>	<b>Company</b>	<b>Position</b>	<b>Contact Details</b>
<b>1.</b>				
<b>2.</b>				
<b>3.</b>				

**10. Have you ever been convicted of a criminal offence or left a position for reasons that may be relevant to the role that you are applying for?**

Yes       No

**If YES please list so that this can be discussed in an open and honest manner.**


**11. Are you willing to undergo a police check at your own expense if required before employment?**

Yes  No

**12. Management positions are required to obtain a police check, first aid certificate and forklift licence (if the store has a forklift) at their own expense, if a management position is offered. Do you agree?**

Yes  No

### **EMPLOYMENT APPLICATION DECLARATION BY APPLICANT**

1. I, \_\_\_\_\_, state that the information I have provided on this Employment Application form is accurate and honest.
2. I understand that any wilful inaccuracy, suppression or deliberate misrepresentation in this form may result in my employment with Palcove Pty Ltd trading as Cheap as Chips being terminated without notice.
3. If successful in my application, I accept that my employment may be subject to the results of a functional assessment and, if required a police check.
4. I declare that my state of health would not prevent me from performing adequately, without endangering myself or other persons, the work genuinely and reasonably required for employment of the position in question.
5. I declare that if the above application for employment is accepted I will be bound by and at all times observe and respect such terms and conditions of employment, company guidelines and values (Honesty, Integrity, Compassion, Fun and Equality). I have read, understood and accept the conditions regarding rostered hours and staff transfers for retail staff.

Signature of proposed employee: \_\_\_\_\_ Date: \_\_\_\_\_



## VICTORIAN PRE-EMPLOYMENT HEALTH DECLARATION FORM

Employment with Cheap as Chips is conditional on the preferred applicant completing this *Pre-employment health declaration form*.

Position applied for: \_\_\_\_\_ Location: \_\_\_\_\_

Name: \_\_\_\_\_

If your name has changed please state your previous name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Mobile No: \_\_\_\_\_

### PRE-EMPLOYMENT HEALTH DECLARATION

Employment with Cheap as Chips is conditional on you being fit and able to perform the requirements of the position you have applied for.

When completing the pre-employment health declaration please make sure you have read and have understood the accompanying relevant Job Description and Privacy Statement.

Read the documents carefully and discuss any queries that you may have, prior to completing the form, with your relevant contact person at Cheap as Chips.

The purpose of the pre-employment health declaration form is to assist Cheap as Chips ensure that no person is placed in an environment or given tasks that may jeopardise the person's health and safety.

It is not the intention of the pre-employment health declaration to deny a person employment with Cheap as Chips solely because of a physical or mental illness.

**Section 41 (1) and (2)** of the *Workplace Injury and Rehabilitation and Compensation Act 2013 (VIC)* requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer from.

Failure to make a disclosure, or the making of a false or misleading disclosure, including any recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease, whilst employed by Cheap as Chips may result in you being denied compensation under the *Workplace Injury and Rehabilitation and Compensation Act 2013 (VIC)*.

The information collected on this Cheap as Chips pre-employment health declaration form is in accordance with its Privacy Statement accompanying the form. In particular, Cheap as Chips does so in order to ensure it can meet its obligations under the *Workplace Injury and Rehabilitation and Compensation Act 2013 (VIC)*, *Occupational Health and Safety Act 2004 (VIC)* and *Equal Opportunity Act 2010 (VIC)*.

Your health declaration may be disclosed to Cheap as Chips workers' compensation insurer should you submit a workers' compensation claim.

## HEALTH DECLARATION

1. Are you aware of any circumstances regarding your health or capacity to work that would interfere with your ability to perform the duties of the position you have applied for?

Please circle YES or NO. If YES please provide details –

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If YES, what adjustments or modifications do you need to perform the duties required of the role (if any)?

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2. Do you have an existing injury or condition or pre-existing injury or condition that could be affected by the nature of the proposed employment?

*Existing is a condition for which treatment is still being received.*

*Pre-existing is where an injury is present but treatment is not required.*

Please circle YES or NO. If YES please provide details –

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If YES, what adjustments or modifications do you need to perform the duties required of the role (if any)?

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3. Have you ever worked with any substance or in any conditions which may have been hazardous to your health?

*(e.g. toxic chemicals, stressful or noisy environment)*

Please circle YES or NO. If YES please provide details –

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If YES, what adjustments or modifications do you need to perform the duties required of the role (if any)?

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**The completed pre-employment health declaration form will be kept on your personnel file.**

## PRE-EMPLOYMENT HEALTH DECLARATION BY APPLICANT

I, \_\_\_\_\_ of \_\_\_\_\_  
Applicants Name Applicants Address

do sincerely declare that the contents of this form are true and correct and complete to the best of my knowledge and no information concerning my past or present state of health has been withheld. I hereby agree to undergo a health assessment by an independent medical practitioner if deemed necessary by Cheap as Chips.

I understand that any wilfully incorrect or misleading answer or material omission which relates to any of the questions asked may make me ineligible for employment, or if employed, liable to disciplinary action which may result in my dismissal.

I understand that this pre-employment health declaration may form part of my employment file.

Applicant's signature: \_\_\_\_\_

Date: / /

# PRIVACY STATEMENT ACCOMPANYING PRE-EMPLOYMENT HEALTH DECLARATION FORM

## Overview

Cheap as Chips Pty Ltd and its associated entities (**Cheap as Chips**) has a policy of strict privacy regarding the personal information it collects and holds about you in its pre-employment health declaration form. This statement sets out the details of Cheap as Chips' privacy policy in relation to the personal information (**Privacy Statement**).

This Privacy Statement has been developed in accordance with the *Privacy Act 1988* (Cth), including the Australian Privacy Principles. The Privacy Statement applies to the collection, storage, use, disclosure and distribution of your personal information. By providing Cheap as Chips with your personal information you accept the terms of this Privacy Statement. This Privacy Statement applies to information provided to Cheap as Chips by any means.

## Definitions

In this policy:

- **Personal information** is recorded information about a living identifiable or easily identifiable individual (including work related information or images).
- **Sensitive information** is information about a living individual's race or ethnicity, political opinions, religious or philosophical beliefs, sexual preferences or practices, criminal record, or membership details, such as trade union or professional, political or trade associations.
- **Health information** is information about a living or deceased individual's physical, mental or psychological health.

## When and how Cheap as Chips collects your personal information

Cheap as Chips collects your personal information in the pre-employment health declaration form to comply with its legal obligations to you and others under work health and safety legislation, equal opportunity and anti-discrimination legislation, and workers compensation legislation.

Cheap as Chips will generally collect personal information directly from you. This may include your contact details and sensitive information such as health information or professional or trade association memberships.

Cheap as Chips may also collect personal information from third parties such as your representatives, medical practitioners, or publically available sources of information.

If someone other than you provides personal information about you that Cheap as Chips did not ask for and Cheap as Chips determines that it could have collected this information from you had Cheap as Chips asked for it, Cheap as Chips will notify you as soon as practicable. However, this notice will not be provided if doing so would be a breach of an obligation of confidence. If Cheap as Chips could not have collected this personal information from you had it asked for it, Cheap as Chips will lawfully de-identify or destroy that personal information.

Cheap as Chips will only collect sensitive information revealing details of health or disability if:

- you have given express consent to Cheap as Chips to do so and the information is reasonably necessary for it to carry out its functions or activities
- the use of this information is required or authorised under Australian law or a court or tribunal order, or
- the information is necessary for the establishment, exercise or defence of a legal claim.

## How Cheap as Chips uses and discloses your information

Cheap as Chips uses your personal information provided on the pre-employment health declaration form in the course of determining whether you are fit and able to safely perform the inherent requirements of the position for which you are applying.

Cheap as Chips will not disclose information that personally identifies you to any third party other than as set out in this Privacy Statement. In order to conduct its business and comply with its legal obligations, Cheap as Chips may disclose your personal information to other organisations but only in relation to its engagement of you or for the purposes of its business.

This disclosure may include (but is not limited to) providing your personal information in the pre-employment health declaration form to a medical practitioner or a workers compensation insurer.

## How does Cheap as Chips maintain the accuracy of your information?

Cheap as Chips take reasonable steps to ensure that the personal information it holds is accurate, complete and up to date. If you believe Cheap as Chips holds inaccurate personal information about you, please contact Cheap as Chips and Cheap as Chips will take reasonable steps to correct it.

Office & Warehouse: 12 - 16 Butler Boulevard, Burbridge Business Park, Adelaide Airport, South Australia 5950  
PO Box 122, Export Park, South Australia 5950

### **How will Cheap as Chips manage your personal information in relation to third parties?**

Cheap as Chips will only collect, store, use, disclose or distribute information that personally identifies you as set out in this Privacy Statement, unless:

- Cheap as Chips is required to do so by law
- to protect Cheap as Chips' rights or property (or those of any third party), or
- to avoid injury to any person.

Cheap as Chips is not responsible for the privacy practices of third parties or their privacy policies regarding the collection, storage, use, disclosure and distribution of your personal information Cheap as Chips provides to the third parties.

### **When might Cheap as Chips transfer your information overseas?**

Cheap as Chips uses third party service providers who may disclose your personal information to parties in foreign countries. Also, Cheap as Chips may from time to time need to disclose your personal information to its clients in foreign countries, for example in relation to tenders, costs agreements, or Cheap as Chips' promotional material. By providing personal information to Cheap as Chips you consent to this disclosure.

### **Your consent**

By providing Cheap as Chips with your personal information, you consent to the collection, storage, use and dissemination of your personal information in accordance with this Privacy Statement and as otherwise permitted under the Privacy Act.

### **How does Cheap as Chips store and protect your information?**

Cheap as Chips takes reasonable steps to protect the security of your personal and/or sensitive information. For example:

- personnel files containing your personal information are stored in a locked filing cabinet, to which access is tightly restricted, and
- electronic files containing personal information are stored in a secure computer database, to which access is tightly restricted.

Cheap as Chips maintains appropriate software and IT systems to protect both its hardware and software from misuse, interference, loss, unauthorised access, modification and disclosure.

Cheap as Chips' procedures are designed to prevent your personal information being accessed by unauthorised personnel, lost or misused. If you reasonably believe there has been unauthorised use or disclosure of your personal information, please contact Cheap as Chips' Privacy Officer (see below).

If Cheap as Chips no longer needs your personal information, unless Cheap as Chips is required under Australian law or a court or tribunal order to retain it, Cheap as Chips will take reasonable steps to destroy or securely delete your personal information in accordance with its document retention policy.

### **Variation and consent to variation**

Cheap as Chips may vary the terms of this Privacy Statement at any time. You will be deemed to have consented to such variations by your continued dealing with Cheap as Chips without objection after such changes have been made.

### **Access to information Cheap as Chips holds about you**

If you request access to the personal information Cheap as Chips hold about you, Cheap as Chips will respond to your request within a reasonable period of time and, where reasonable and practicable, give access to the information in the manner you request. This will be subject to any exemptions allowed under the Privacy Act.

You may request this information by writing to Cheap as Chips' Privacy Officer/HR Manager:

PO Box 122, EXPORT PARK SA 5950

or sending an email to the Privacy Officer/HR Manager at [reception@cheapaschips.com.au](mailto:reception@cheapaschips.com.au)

When contacting Cheap as Chips, you have the option to either not identify yourself or to use a pseudonym. However, this will not apply if it is impracticable for Cheap as Chips to communicate with you that way or if Cheap as Chips is required or authorised under Australian law (or a court or tribunal order) to only deal with individuals who have identified themselves.

### **How you can make a complaint**

If you have a complaint about Cheap as Chips' management of your personal information, you may make it in writing to the Privacy Officer/HR Manager on the details above or by submitting a complaint to the Office of the Australian Information Commissioner using the form available at this website:

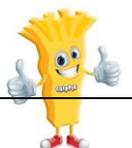
<https://forms.business.gov.au/aba/oaic/privacy-complaint/>

The telephone enquiry line of the Office of the Australian Information Commissioner is 1300 363 992.

Office & Warehouse: 12 - 16 Butler Boulevard, Burbridge Business Park, Adelaide Airport, South Australia 5950  
PO Box 122, Export Park, South Australia 5950

Telephone 61 8 8150 1400 - Fax 61 8 8150 1499 - [www.cheapaschips.com.au](http://www.cheapaschips.com.au)

Palcove Pty, Ltd ABN 46 055 118 404 - Cheap as Chips Discount Stores Pty Ltd ABN 125 191 856 97 - Trading as Cheap as Chips



## **CHEAP AS CHIPS JOB DESCRIPTION**

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**Position Title: Shop Assistant**  
**Reports To: Store Manager**

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### **PURPOSE OF POSITION**

Shop Assistants are responsible for having a positive impact on the results of their Cheap as Chips store by maximizing sales through excellent customer service, displays and merchandising, ticketing, pricing, housekeeping, security and stock control. They work as an integral part of a team and take responsibility for demonstrating company values in every customer and team interaction.

### **WORKING RELATIONSHIPS**

A Shop Assistant reports to the Store Manager and has significant working relationships with Assistant Store Managers and the Warehouse (especially drivers).

### **KEY RESPONSIBILITIES**

#### **Customer Service**

- Has a passion for customer service and responds promptly to customer enquiries, adapting to each person's needs.
- Creates a friendly, informal and fun environment for customers to shop in.
- Strives to keep up to date on product ranges and individual product features.
- Assists customers with buying decisions and promotes the sale of add on items (e.g. Register Challenge).
- Treats all customers with respect, compassion and equality.

#### **Display and Merchandising**

- Positions new merchandise to create interest and maximise sales.
- Designs and maintains displays that attract customers and promotes merchandise.
- Uses "hot spots" effectively.
- Groups related stock to create add on sales.
- Maintains signage that is accurate and has an impact.

#### **Floor Work**

- Checks daily to ensure that all stock is clearly ticketed.
- Consistently tidies stock and fixtures to promote ease of shopping.
- Identifies any Health and Safety issues and takes immediate action.
- Implements the stores daily housekeeping routine.
- Takes responsibility for cleaning the store to make it appealing to customers.

#### **Store Room**

- Accurately checks all stock quantities, prices and codes against invoices.
- Prices all stock clearly and correctly and ensures that the code scans.
- Records any discrepancies clearly on invoices for correction.
- Ensures that stock reaches the sales floor as quickly as possible.
- Groups any excess stock neatly and in its relevant section.

#### **Register work**

- Greets every customer and makes them feel welcome.
- Uses the point of sale and EFTPOS with confidence, speed and accuracy.
- Keeps the register clean and clear of excess stock at all times and well stocked with stationary.
- Monitors queues and customer waiting times and calls for assistance to improve customer service.
- Assists customers with EFTPOS and credit card facilities
- Deals with returns and queries promptly, seeking Management assistance when needed.

**Security**

- While performing other tasks, monitors customer activity and approaches possible shoplifters.
- Checks bags as customers leave the store in a friendly and open manner.
- Calls for assistance and support as required.

**Trolley Collection**

- Responsible for the collection of shopping trolleys from the surrounding car parks.
- Ensures shopping trolleys are collected in accordance within the guidelines of the trolley collection procedure.
- Reports any damaged trolleys to the management team.

**Work Health and Safety**

- Takes reasonable care to ensure their own safety.
- Not place others at risk by any act or omission.
- Follow safe work procedures.
- Use and care for equipment as instructed.
- Does not wilfully or recklessly interfere with retail machinery e.g. pallet jacks, trolleys, cardboard bailers and forklifts.
- Reports hazards and injuries.

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**ESSENTIAL CRITERIA**

- Sound interpersonal skills strongly focused on the provision of quality customer service.
- Ability to work as part of a team.
- A high level of attention to detail.
- Strong verbal communication skills.

**DESIRABLE CRITERIA**

- Previous experience in the retail industry.
  - Experience cash handling and using EFTPOS.
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## **CHEAP AS CHIPS JOB DESCRIPTION**

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**Position Title: Assistant Store Manager**  
**Reports To: Store Manager**

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### **PURPOSE OF POSITION**

The Assistant Store Manager supports the Store Manager, sharing responsibility for controlling store presentation and retail activity within their store. The Assistant Store Manager is responsible for managing the store and staff in the Store Managers absence. This position is also responsible for assisting the Store Manager in coaching and developing staff. They work as an integral part of the team and take responsibility for demonstrating company values in every customer and team interaction.

### **WORKING RELATIONSHIPS**

The Assistant Manager reports to the Store Manager and has significant working relationships with their Shop Assistants, Retail Team, Warehouse, Maintenance, Allocation Analysts, People and Culture Manager and the WHS/ RTW Coordinator.

### **KEY RESPONSIBILITIES**

#### **People**

- Leads the team by example, demonstrating company values in all interactions with customers and staff.
- Has a passion for customer service.
- Assists in coaching both new and existing staff to improve their skills and job knowledge.
- Liaises with the Store Manager to ensure staff receive regular feedback on performance.
- Contributes in staff meetings and encourages staff initiatives and ownership.
- Contributes to the health and safety of all staff by ensuring all HR & OH&S policies and procedures are adhered to and all problems are identified and properly addressed.
- Actively participates in planning, leading and organising the total running of the store.
- In conjunction with the Store Manager, identifies personal areas for improvement and develops a training plan to improve skills and job knowledge.
- Supports staff by providing assistance and guidance in the store.
- Acts as a point of contact for staff to discuss issues, concerns and initiatives and follows through with the Store Manager.

#### **Product**

- Liaises with the Manager and head office to ensure; all stock movements and ranges suit the store needs and stock is checked for accuracy in quantity and pricing.
- Presents stock in an appealing manner and maximises add on sales.
- Monitors competitors and provides feedback to the Store Manager.
- Assists in merchandising stock and coordinating in-store promotion of items.
- Responds to merchandising initiatives.

#### **Store**

- Leads by example in driving customer focused standards in the store and creating a team approach.
- Provides feedback and makes recommendations on staffing levels to ensure that customer service standards are met.
- Assists in ensuring all Company equipment is correctly used and maintained.
- Takes responsibility for assisting in maintaining store layouts and floor/ housekeeping standards.
- When managing the store, follows Company procedures for the store and staff security.
- Impacts on store results through use of POS information to improve store's overall performance.
- In the absence of the Store Manager, attends and participates in Store Management meetings.
- Assists in wage control by taking action when managing the store and respecting equality.
- Supervises store opening/ closure and ensures end of day banking and balances are correct.
- Submits all requested reports in an accurate and timely manner.
- Ensures storefronts look eye catching, are easily accessible and inviting to customers.
- Analyses sales patterns and provides feedback on sales targets to the Store Manager.

- Contributes to developing strategies to improve store performance.
- Monitors store routines and ensures all staff adhere to store procedures.
- Participates in the implementation of daily, weekly and monthly planners to incorporate effective time management.
- Conduct in store theft investigations and review/ burn camera footage.

#### **Work Health and Safety**

- Takes reasonable care to ensure their own safety.
- Not place others at risk by any act or omission.
- Follow safe work procedures.
- Use and care for equipment as instructed.
- Does not wilfully or recklessly interfere with retail machinery e.g. pallet jacks, trolleys, cardboard bailers and forklifts.
- Reports hazards and injuries.
- Adheres to all Cheap as Chips Human Resource Policies and Procedures.
- Reports all Policy or Procedure breaches to the Store Manager.

#### **General**

- All other duties as reasonably required/directed by the Store Manager and Retail Team.

#### **ESSENTIAL CRITERIA**

- Demonstrated experience leading a team of people.
- Proficiency in MS Word/ Excel and use of email/ internet.
- Strong verbal and written communication skills.
- Experience resolving customer complaints.
- Commitment to upholding all security procedures.
- Strong 'people' orientation.
- Passion for great customer service.

#### **DESIRABLE CRITERIA**

- Hands on experience in a retail environment.
- Willingness and ability to learn specific software applications.
- Exposure to retail merchandising.
- Experience in developing and meeting sales/wage budgets.
- Exposure to expense control.
- Effective conflict management ability.



## CHEAP AS CHIPS JOB DESCRIPTION

**Position Title: Store Manager**

**Reports To: Head of Retail, a Customer Experience Manager or a Multi-Site Manager**

### PURPOSE OF POSITION

A Store Manager controls store presentation and all retail activity within their store. This involves responsibility for maintaining profitable trading and adherence to Cheap as Chips corporate standards. A Store Manager has four key areas of responsibility: People, Product, Processes and Store. They work as an integral part of the team and take responsibility for demonstrating company values in every customer and team interaction.

### WORKING RELATIONSHIPS

A Store Manager can report to either the Head of Retail, a Customer Experience Manager or a Multi-Site Manager. A Store Manager also has significant working relationships with their Assistant Managers, Shop Assistants, the Retail Team, Warehouse, Maintenance and all Store Support Departments.

### WHAT I DO

#### People. I:

- provide strong, pro-active leadership with a hands on approach,
- actively encourage and facilitate a co-operative team approach,
- lead and inspire a store culture that encourages ownership of continuous improvement,
- manage the planning, organisation and checking of the total running of the store,
- communicate clearly and concisely across all working relationships to ensure that relevant information is delivered and understood
- provide regular feedback to staff on performance, document outcomes and implement performance management actions if necessary, including employee terminations,
- pro-actively manage all conflict/potential conflict situations with staff and customers,
- recognise and acknowledge positive performance of both the team and individuals,
- hold regular staff meetings for the purpose of feedback and updates,
- empower all staff and encourage new innovative ideas,
- establish and maintain effective relationships throughout the store and the company as a whole,
- communicate staff issues and outcomes to the HR Department, seeking advice and support as required,
- act as a role model, demonstrate Cheap as Chips Values in all interactions with customers and staff, and ensure the Values are understood and upheld at all times,
- ensure staffing levels are appropriate to meet the operational needs of my store,
- effectively interview, induct and train new staff through support and the provision of a 'Buddy' system,
- train, coach and develop Assistant Store Managers, Shift Runners, Supervisors and Shop Assistants to improve their skills and job knowledge, and
- utilise the HR Department as a resource to provide advice on recruitment and HR matters.

#### Product. I:

- liaise with Store Support to ensure all stock movements and ranges suit store needs and that stock is checked for accuracy in quantity and pricing,
- present stock in the store in an inviting manner that maximises add-on sales,
- monitor competitors, take action and provide feedback to the Retail Team and Buyers,
- direct merchandising of stock and coordinate in-store promotion of items,
- measure store departmental stock turnover to ensure growth of sales, and
- pro-actively respond to merchandising initiatives.

#### Processes. I:

- maintain data integrity,
- maintain accurate wage sheets each week,
- complete a quarterly housekeeping review,
- ensure all HR and paperwork is accurate and submitted in a timely manner,
- immediately complete and forward staff and customer incident reports to the WHS/RTW Co-ordinator,
- forward any Worker's Compensation paperwork to the WHS/RTW Co-ordinator immediately upon receipt,
- keep accurate diary notes in relation to all disciplinary matters,
- ensure all Distribution paperwork is submitted in a timely manner,
- continuously monitor and respond in a timely manner to e-mails,
- submit daily takings sheets on time each day, and follow up on any such variances in a timely manner,
- manage and submit store budgets on time each month.

- coordinate and manage efficient, effective and accurate stocktakes, and
- notify the alarm-monitoring centre, in advance, of any unusual entry/exit to the premises.

#### **Store. I:**

- have a passion for customer service and lead by example in driving a strong, pro-active customer focus,
- ensure Cheap as Chips customer service standards are achieved and maintain staff levels to meet customer demands,
- ensure all Cheap as Chips equipment is correctly used and maintained,
- monitor store routines and actively maintain store and housekeeping standards,
- manage store and staff security in line with Cheap as Chips policies and procedures,
- conduct in store theft investigations and review/ burn camera footage,
- use the POS/VPN systems to improve and maximise my stores overall performance results,
- organise and facilitate regular Store Management Meetings,
- maintain effective wage control and control expenses to agreed budgets,
- ensure the front of my store is eye catching, easily accessible and inviting to customers,
- manage staff rosters, being mindful of equity and coverage of planned absences,
- analyse sales patterns and provide feedback on sales targets,
- analyse store result and develop strategies to continuously improve performance,
- ensure all staff adhere to Cheap as Chips policies and procedures, and identify and address problems as they arise, and
- prepare daily, weekly and monthly work planners to incorporate effective time management.

#### **Work Health and Safety. I:**

- take reasonable care to ensure my own safety,
- do not place others at risk by any act or omission,
- follow safe work procedures,
- do not wilfully or recklessly interfere with retail machinery e.g. pallet jacks, trolleys, cardboard bailers and forklifts,
- maintain a safe and clean working environment at all times,
- report hazards and injuries as per policy and procedure, and
- report all policy or procedure breaches to the Health and Safety/Return to Work Coordinator.

#### **General. I:**

- complete all other duties as reasonably required/directed by the Head of Retail, a Customer Experience Manager, a Multi-Site Manager and/or the Retail Team,
- work flexible hours and complete after-hours work, as required,
- work the hours necessary to achieve the outcomes required of me, and
- respond to alarm call outs.

### **CHEAP AS CHIPS VALUES**

**Integrity** – I do what I say I'm going to do.

**Compassion** – I care about my fellow Chippies.

**Fun** – I am happy, enthusiastic and enjoy a laugh.

**Equality** – Chippies are "One Team".

### **ESSENTIAL CRITERIA**

Proven experience in:

- retail store management.
- achievement of sales, wages and gross profit results.
- stock management including merchandising, shrinkage prevention etc.
- a leadership role with evidence of coaching and training staff.
- data analysis and problem solving.
- resolving customer complaints.
- use of Microsoft Office (Word, Excel, Outlook).

## **DESIRABLE CRITERIA**

- Experience in using an Inventory Management System.
- Exposure to expense control.
- Effective conflict management ability.
- Strong verbal and written communication skills.
- Passion for great customer service.
- High level prioritisation, organisational and time management skills with the ability to meet deadlines.
- Excellent communication skills and people skills with strong internal and external customer focus.
- Ability to influence others, build rapport and make positive change.
- Ability to cope with changing work demands and a fast changing environment.

Reliable, committed and trustworthy