

POSITION IDENTIFICATION			
<b>Title</b>	Retail Assistant - Keyholder	<b>Date last Updates</b>	May 2024
<b>Department</b>	Retail Sales	<b>Reporting to (Direct)</b>	Store Manager
PURPOSE OF THE POSITION			
Key focus on delivering sales and profit growth of sales through exceptional customer service and operational responsibilities to Bed Bath and Beyond expectations. Provide support with the day to day running of the store operations, when required or when in the absence of the Store management team.			
WORKING RELATIONSHIPS			
Reports to:	<ul style="list-style-type: none"> <li>Store Manager</li> <li>Assistant Store Manager</li> </ul>	Key interfaces:	<ul style="list-style-type: none"> <li>Visual Merchandise Team</li> <li>Marketing Team</li> <li>Operations Team</li> <li>Warehouse Team</li> <li>Human Resources Team</li> <li>Finance Team</li> </ul>
KEY RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS			
<ul style="list-style-type: none"> <li>Assist in driving growth in store turnover through excellence in customer service and resource management.</li> <li>Lead by example, and provide excellent customer service.</li> <li>When required, assume opening and closing duties in the absence of senior team members.</li> <li>Maintain a high standard in-store presentation, visual merchandising and housekeeping at all times as directed in VM documents and store operational policy and procedure.</li> <li>Effective stock management to maximise sales and promotional opportunities and minimise stock loss.</li> <li>Consistently meet deadlines on company directives, policy and procedure, and company manual updates.</li> </ul>			
TARGET SETTING			
<p><b>Target 1: FINANCIAL</b> Achieve sales growth in store turnover through excellence in customer service. Drive average sale per transaction growth on budget and prior year results. Take ownership and deliver proactive actions to positively impact on Profit and Loss results.</p> <p><b>Target 2: CUSTOMER</b> Enhance the customer experience by ensuring we are delivering on our customer service steps and aspiring to over-deliver on our customers' expectations.</p> <p><b>Target 3: BUSINESS PROCESSES</b> Deliver effective operational systems to ensure product sales opportunities are maximised through high standards of product presentation, in line with VM Brief and through effective stock management.</p> <p><b>Target 4: INNOVATION AND LEARNING</b> Embrace innovation and learning through continuous learning and development opportunities provided by the business.</p>			
RESPONSIBILITIES/ACCOUNTABILITIES		KEY PERFORMANCE INIDCATORS	
<b>Sales and Profit</b>			
<ul style="list-style-type: none"> <li>Follow the outlined sales plan to achieve sales budgets in line with Bed Bath and Beyond company policy and procedure.</li> <li>Maximise sales through managing sales opportunities and customer service standards.</li> </ul>		<ul style="list-style-type: none"> <li>Sales Plan</li> <li>Achieve KPI's: Average Dollar Per Transaction, Items Per Transaction</li> </ul>	

<b>Customer Service</b>	
<ul style="list-style-type: none"> <li>• Provide support and fulfil excellent customer service requirements to ensure customers have an enjoyable shopping experience.</li> <li>• Responsible for addressing customer feedback in a timely manner in line with company policy and procedure; to recognize positive feedback and to find solutions to customer complaints.</li> <li>• Ensure to deliver high standards of store and staff presentation within company standards and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Transaction growth</li> <li>• Database sign-up ratio</li> <li>• Customer feedback</li> </ul>
<b>Occupational Health and Safety</b>	
<ul style="list-style-type: none"> <li>• Occupational Health and safety responsibility, including implementing, promoting and maintaining health and safety in line with corporate guidelines and legislative requirements.</li> <li>• Identify non-compliance in relation to OH&amp;S practices, policy and legislation and take immediate corrective action.</li> </ul>	<ul style="list-style-type: none"> <li>• Incident/Accident Reports</li> <li>• Hazard Management Form</li> <li>• Safety Audits</li> </ul>
<b>Stock Management</b>	
<ul style="list-style-type: none"> <li>• Assist with visual merchandising and general store layout requirements</li> <li>• Assist in monitoring inventory stock on display to facilitate restocking of out-of-stock or to top up stock items</li> <li>• Ensure further markdowns on damaged stock are authorised.</li> <li>• Ensure care is taken with stock management to minimise the need for further markdowns on damaged stock and keep write-offs to a minimum.</li> <li>• Assist in the preparation and the stocktake procedure in line with company policy and procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• Stock loss</li> <li>• Stock Integrity</li> <li>• Stock management</li> <li>• VM directives</li> </ul>
<b>Administration</b>	
<ul style="list-style-type: none"> <li>• Ensure that all retail systems and processes are followed as per Bed Bath &amp; Beyond Retail Policies and Procedures.</li> <li>• Follow and adhere to opening and closing the store procedures.</li> <li>• Follow correct store opening and closing cashing-up procedures.</li> <li>• When required, manage monetary transactions and POS operations in the absence of senior staff that require approval.</li> <li>• Ensure safe keeping of keys, alarm/safe codes and any other sensitive information/property.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor and ensure all store policies and procedures, including safety and security protocols are adhered to (refer to BBB Store folder)</li> </ul>