



# SUPERMARKET ADMINISTRATION ASSISTANT

DEPARTMENT/UNIT	The Monash Merchant
FACULTY/DIVISION	Vice President (Services)
CLASSIFICATION	HEW Level 3
WORK LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

Monash Retail is the commercial arm of the University, providing a range of on-campus retail services, including a supermarket, bookshops, merchandise, stationery and print services to students, staff and Monash departments.

## POSITION PURPOSE

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The Supermarket Administration Assistant provides administrative support services to The Monash Merchant and its staff. The Supermarket Administration Assistant is often a key point of contact for customer service for the Supermarket and as such plays a key role in conveying the professional image of The Monash Merchant.

The Supermarket Administration Assistant is also an integral part of the administrative team and provides a range of support services to the Supermarket Administrator for all of the administrative requirements of the Supermarket as well as stock control, gross margins and write-offs.

**Reporting Line:** The position reports to the Supermarket Administrator under general supervision

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Assist with a range of administrative services such as providing front-line services, answering telephone calls, taking messages, responding to routine enquiries and data entry
2. Undertake inventory processing, receive and assist with stock control and stocktakes, and input data into the point of sale system

3. Generate management reports and monitor gross margins, stock write-offs and wastage, as well as reporting discrepancies in stock
4. Provide suggestions about improvement of services and participate in activities to ensure a positive workplace culture
5. Provide high-levels of customer service including transacting sales and assisting in the day to day retail operations, in accordance with prescribed practices and protocols
6. Provide basic advice to students, staff, visitors and other stakeholders
7. Maintain open and effective channels of communication with staff, clients and other stakeholders

## **KEY SELECTION CRITERIA**

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### **Education/Qualifications**

1. The appointee will have:
  - A certificate in office administration or a similar field; or
  - an equivalent combination of experience in the supermarket administrative field and/or education/training

### **Knowledge and Skills**

2. Sound administration skills and knowledge of stock replenishing
3. Good organisational skills, including the ability to manage time and meet deadlines
4. Sound attention to detail and accuracy
5. Sound communication skills and ability to liaise positively with colleagues and clients
6. Computer literacy, point of sale system knowledge and word-processing skills

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

## **LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.