



# SUPERMARKET RETAIL SUPERVISOR

<b>DEPARTMENT/UNIT</b>	Monash Retail Services
<b>FACULTY/DIVISION</b>	Vice President Services
<b>CLASSIFICATION</b>	HEW Level 3
<b>DESIGNATED CAMPUS OR LOCATION</b>	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 bookshops, merchandise, supermarket, stationery and print services to students, staff and Monash departments. For more information on the services we provide, please visit our website: [www.monash.edu/retail](http://www.monash.edu/retail).

The **Monash Merchant** is a grocery, food and liquor store located in the heart of Monash University's Clayton campus. The store offers high quality service and premium products to its customers, at a competitive price. The Merchant operates seven days a week.

## POSITION PURPOSE

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The **Supermarket Retail Supervisor** is responsible for supporting the Retail team to deliver high quality customer service including transacting sales and assisting in the day-to-day retail operations. In addition, the position is responsible for providing a reliable and efficient service to the supermarket including assisting with stock purchasing and replenishment, accurate receipting of goods, shelf packing, stock-takes, pricing, gross margins & write-offs.

**Reporting Line:** The position reports to the Supermarket Store Manager under routine supervision

**Supervisory Responsibilities:** Casual supermarket staff

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Provide a consistently high-quality, professional and courteous service to customers, including transacting sales and assisting in the day-to-day retail operations
2. Undertake shift supervision delivering high quality customer service, including establishing targets and monitoring workloads as well as assist in preparing the staff rosters and maintain oversight of casual staff
3. Maintaining stock levels in the supermarket including preparing purchase orders, participating in stocktakes, reporting discrepancies and assisting with stock control/write offs/write downs
4. Receive goods including checking deliveries against delivery notes
5. Tendering cash and EFT including balancing the cash drawer at the beginning and end of shifts
6. Undertake inventory processing, receive and assist with stock control, including performing stocktakes and input data into the point of sale system (Worldsmart)
7. Other duties as directed from time to time

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - Literacy and numeracy to Year 12 level; or
  - an equivalent combination of experience and training.

### Knowledge and Skills

2. Experience in a Supermarket/Retail environment with some stock take
3. Some administrative skills, including computer literacy and attention to detail and accuracy with the ability to work with computerised information and stock management systems
4. Experience using a point of sale system such Worldsmart with the demonstrated ability to learn new systems and processes
5. Sound organisational skills, including the ability to manage time and meet deadlines and maintain accuracy
6. Ability to work as an effective member of a team as well as independently under routine supervision

## 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, including on weekends
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

## GOVERNANCE

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Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.