



Position Description:

Sales Advisor

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| Location: | Site Based |
| Organisation: | ROC UK Limited / Ireland ROC Limited |
| Reports to: | Store Manager |
| Purpose of role | <p>To grow the business through compliance and operational excellence by implementing the guidelines and principles for a ROC store</p> <p>To work with flexibility within the team in an enthusiastic and energetic way to ensure the safe, secure, efficient and effective operation of all aspects of the store</p> <p>To demonstrate customer focus by exhibiting a passion for service in each and every transaction and through a whole hearted contribution to the team effort</p> |
| Key Responsibilities and Accountabilities: | <p>License to Operate Follow all safety and security guidance and advice without exception including "Work Control" and "Alert" procedures</p> <p>Pay particular attention to the immediate clean-up of any internal store spillage and strictly follow all guidance and training for handling spillages of fuel</p> <p>Undertake all necessary site security and surveillance activities to ensure the continuous safety and security of customers, employees, contractors and of company property and assets</p> <p>Ensure customers meet the statutory requirements for the purchase of age or otherwise restricted goods or services e.g. tobacco products, fuel dispensing, alcohol etc</p> <p>Take responsibility for store product rotation ensuring past "sell-by-date" product is not offered for sale and is disposed of as per guidelines</p> <p>Dispose of fresh food of an unsatisfactory quality or freshness in accordance with training and procedures</p> <p>Work continuously with the team to perform housekeeping of the store ensuring the presentation is to the highest possible standard of cleanliness and hygiene</p> <p>Follow specific and general guidance and advice as advised by the Store Manager or designate</p> <p>People Perform efficiently the shift handover process. Specifically this will involve arriving in good time for the beginning of your shift, accurate completion of pre and post shift documentation, explaining any product or cash shortfalls that become apparent and departing from the store only when</p> |



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| | <p>the handover process is completed effectively</p> <p>Seek to develop as an individual, support new team members in their training and increase your contribution to the organisation as a whole</p> <p>Profit Greet and thank every customer</p> <p>Respond to customer questions and proactively advise them about promotions, products, facilities and services available at the store</p> <p>Work effectively within the team to minimise queuing times including activating pumps with the minimum delay in line with training and procedures</p> <p>Processing all methods of payment according to procedures in a courtesy manner</p> <p>Handle professionally all complaints immediately at a local site level in accordance with guidelines</p> <p>Take responsibility for ensuring store products and promotional offerings are displayed and merchandised as per planograms including correct number of facings, positioning, fill level and shelf edge labelling</p> <p>Ensure all fresh food processing areas are maintained to the required level of hygiene and all fresh food preparations are completed strictly in accordance with training and procedures</p> <p>Monitor fresh food offering for quality and freshness and handle transactions in accordance with training and procedures</p> <p>Identify potential out of stock situations and report to Store Manager or designate in a timely manner</p> <p>Follow all procedures for the acceptance of deliveries of supplies, handling of the associated paperwork including verifying delivery quality and quantity and the processing of returns</p> <p>Complete, or assist with, accurate inventory counting as requested by Store Manager or designate</p> <p>Perform any task or role reasonably requested of you by your Store Manager, designate or line manager</p> |
| <p>Authority:</p> | <p>The following documents describe the authority of this position:</p> <p>Delegation of Authority Guide (DOAG) - N/A</p> <p>Personnel Matter Guide (PMG) - See PMG Guide</p> |



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| Education/ Qualifications | Qualifications in English and Maths preferred |
| Knowledge, Skills and Experience | Retail experience preferred Good Customer service skills Good interpersonal and communication skills Team player Flexible Attention to detail Ability to plan workload effectively to deliver to target |

Agreed and approved:

Sales Advisor

Date:

Store Manager

Date: