

## **JOB DESCRIPTION: CUSTOMER SERVICE SUPERVISOR**

Reports to: Store Manager  
Responsible for: Customer Service Advisers

**Mission:** To help us be the best independent retailer and deliver on the company purpose, aspiration, customer promise and values primarily by delivering excellent customer service throughout all areas of your role.

### **OUR COMPASS**

#### **Our Purpose (why)**

Our purpose is to build a better, fairer food community.

#### **Our Aspiration (what)**

We will be the best independent retailer at making organic and local food accessible to all, whilst respecting and celebrating all in the food chain.

#### **Our Customer Promise (what)**

1. The best offer of fresh, all organic produce available.
2. The largest range of organic and local food in the UK
3. Fair prices to all in the food community
4. Convenience of our daily needs under one roof.
5. A friendly and caring shopping experience

#### **Our Values (how)**

*"THIRST for a better world"*

Trust and honesty in our dealings, messages and promises to customers  
Healthy in mind & body, in our way with each other, our offer and our planet  
Independent and proudly so, unconventionally challenging the status quo  
Respectful of our suppliers, customers, local community and staff  
Service of all and striving to be better and to go the extra mile for customers  
Trading fairly because we are all interconnected and the world needs it

## **Our Tone (how)**

Caring, engaging, friendly, positive, honest, considered, respectful  
Fair, helpful, balanced, empathetic, outspoken, bold, professional  
Yet, with fun and vivaciousness

**Main purpose of the job:** To lead, motivate and inspire the shop floor team in order to maximise the business potential of the retail operation through delivery of efficient best practice and excellent customer service.

## **Main Accountabilities:**

- Lead the shop floor team by example in all areas, particularly with relation to standards of appearance (staff and shop) timekeeping, work ethic and customer service and reporting any issued regarding standards to the management team.
- To serve customers in a friendly and efficient manner and to assist by developing good knowledge of shop stock, new products, special offers and link-selling opportunities.
- Ensuring that the appearance of the shop is always abundant by regular shop floor walks, facing up, stock taking, and monitoring stock levels.
- Delivery of excellent customer service, dealing with customer complaints and passing on customer feedback to the management team.
- Maintain the security of the shop by keeping good CCTV records, being alert to potential theft and maintaining the incident reporting book.
- Management of the tills, cash handling, transactions and discrepancies, including vouchers and special offers, Bristol Pounds.
- Provide a safe and clean environment for staff and customers by adhering to food hygiene, health and safety and fire safety regulations.
- Provide excellent communication links between the management team and the retail team by organising shop floor huddles and ensuring that procedures, new products, offers and link selling opportunities are communicated promptly to the retail team.
- Manage the shop floor team, delegate tasks to team members as needed and in accordance with the daily to do list.
- To complete opening, closing and cashing up procedures accurately. Ensure the safe locking up and security of the building.
- Carry out ordering of stock as deemed appropriate.
- Be familiar with the EPOS system in order to set up new products and offers.

**Expectations:** We expect all staff to foster a “can do” attitude, to lead and inspire by example and to put the best interests of the company at the forefront of all they do at The Better Food Company.

This includes taking responsibility for achieving and maintaining the highest standards of health and safety in the workplace.