

Customer Service Assistant's required within Food Retail Group

The Midcounties Co-operative is the largest independent co-operative in the UK. We currently employ over 9,000 colleagues across a diverse range of businesses including energy food retail, travel agencies, pharmacies, funeral homes and childcare nurseries.

Our ethos is very simple; as a company owned by its customers we ensure our members have a real say in how we are run. Our approach is nothing new. For over 165 years, we've been making the world fairer for members, customers and suppliers by providing basic household services at fair prices. For us, it's not just about money and profits. Our members guide us on how we behave as an ethical business, a responsible citizen and a committed campaigner on climate change.

The successful applicant will need to be able to provide first class customer service to our customers within the Food Retail Group. Specifically:

- Provide excellent customer service as required, taking pride in satisfying or exceeding our customer's expectation and experience.
- Process customer orders at the checkout accurately and quickly.
- Ensure all areas are kept clean, tidy and adhere to safety practices.
- Ensure all product ranges are maintained and replenished at every opportunity following the guidelines that govern this area of activity.
- Maintain our high standard in relation to quality and availability of produce.
- Maintain an understanding of and always work in line with retail policies and procedures.
- Complete all required statutory training.
- Ensure customer complaints are dealt with professionally and processed speedily in line with the Society's complaints procedure.
- Ensure punctuality and personal appearance standards are met in line with the Society's standards.
- Support fellow colleagues as appropriate and adhere to the Society's values and principles.
- Use every opportunity to encourage membership of the society for customers and colleagues.
- Understands and can promote the importance attached to community based retailing.
- Be actively involved with community projects though Community Hours undertaken.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

This is a real opportunity to join a dynamic and exciting business and gain the benefits of working with the Cooperative movement.