

Community Enterprise Queensland Position Description



Position: Regional Manager

Organisation: CEQ

Location: Cairns

Area: Operations

Reports to: Retail Manager

Approved By: Ian Copeland Chief Executive Officer

Summary: The Regional Manager is responsible for the efficient and profitable operation, together with the human resource management of staff at designated CEQ stores.
(This position will be responsible for designated stores)

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- ❖ Oversee the financial operations of designated CEQ stores, including sales figures, end of day register and safe reconciliation, stock control, shrinkages, data entry, write offs, mark downs, refunds, shelf ticketing, cash transfers and overrides as per CEQ policies and procedures
- ❖ Complete stocktakes as directed by the Retail Manager within time frames and in accordance with CEQ Policy and Procedure and analyse results
- ❖ Lead and manage staff in CEQ stores in accordance with contemporary human resource principles including training and mentoring store managers in store presentation and merchandising principles, performance management, WH&S, policy and procedure and industrial instruments
- ❖ Manage wages within budget guidelines
- ❖ Develop and implement staff rosters and assist Store Managers to maximise staffing resources.
- ❖ Coach store staff in customer service standards and practices
- ❖ Monitor store merchandising and store specials effectiveness in conjunction with Stores and Merchandising Department
- ❖ Manage the CEQ stores and equipment in accordance with the Australian New Zealand Food Safety Standards Code
- ❖ Monitor store presentation
- ❖ Manage schedule for store visits
- ❖ On completion of store visits, prepare detailed store report for the Retail Manager
- ❖ Conduct quarterly written assessment of each stores operations
- ❖ Monitor WH&S to ensure staff safety and a safe workplace

Supervisory Responsibilities

This position is responsible for the supervision of the Store Managers at the designated CEQ stores

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

- ❖ Business Acumen - Understands business implications of decisions; Aligns work with strategic goals
- ❖ Problem Solving - Identifies and resolves problems in a timely manner
- ❖ Customer Service - Responds promptly to customer needs; Meets commitments
- ❖ Interpersonal Skills - Maintains confidentiality
- ❖ High level written and oral communication skills
- ❖ Teamwork - Contributes to building a positive team spirit
- ❖ Cost Consciousness - Conserves organisational resources
- ❖ Ethics - Treats people with respect; Keeps commitments

- ❖ Organisational Support - Completes administrative tasks correctly and on time
- ❖ Planning/Organizing - Prioritises and plans work activities
- ❖ Dependability - Keeps commitments

Essential Requirements

- ❖ Regular travel and residing at communities
- ❖ A willingness to work in a cross-cultural environment where respect for and a desire to gain an understanding of traditional Torres Strait Islander and Aboriginal culture and customs is an absolute necessity
- ❖ Operating hands on in a retail environment
- ❖ Mentoring or coaching staff to enhance skills
- ❖ At least 3 years previous experience in a retail environment at a Store Manager or senior supervisory level preferably in remote and isolated locations
- ❖ Demonstrated ability to communicate and work in a cross-cultural environment and an understanding of traditional Torres Strait Islander and Aboriginal culture and customs.
- ❖ Computer literate and knowledge of Microsoft Office applications and familiar with the operations of computerised inventory systems.
- ❖ Demonstrated ability to work in a resource limited environment
- ❖ Work constructively in a team environment

Key Performance Indicators

1. Financial operations of CEQ stores (including wages, end of day reconciliation, rostering, sales, stock, data entry, write offs, mark downs, refunds and overrides) is in accordance with the CEQ Operations Manual and policy and procedure
2. Quarterly performance reviews on respective staff and stores are undertaken
3. CEQ stores are maintained in accordance with WH&S legislation
4. Stocktakes in CEQ stores are performed within timeframes and CEQ requirements
5. Stores are maintained in accordance with the Australian New Zealand Food Safety Standards Code and fuel outlets equipment in accordance with manufacturers specifications
6. Supply meets demand in merchandising
7. Store presentation is in accordance with CEQ Food Safety Program and associated regulations
8. Tasks are completed within agreed timeframes
9. Human resource issues addressed at local level
10. Scheduled training program is delivered in timeframes
11. Nil genuine customer complaints

Essential Qualifications/Education and/or Experience/Licenses/Clearance

- Current open "c" class Queensland drivers license
- Criminal History clearance

Desirable Qualifications

- Certificate 1V in Retail Management
- Certificate 1V in Training and Assessment
- Workplace Health and Safety Officer Certificate.

Work Environment

The position is based in Cairns with regular travel to and living in island communities on a regular basis may be a significant component of the role.