



## ANGLICAN DIOCESE OF NORTH QUEENSLAND POSITION DESCRIPTION JOINT-MANAGER KOWANYAMA STORE

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**Reporting to:** Remote Store Area Manager

In their role, the manager shall devote their whole time and attention to their duties as Joint-Manager Kowanyama Store for the Anglican Diocese of North Queensland and shall do all in their power to operate the Convenience Store including promoting, developing and extending the business and its profitability. The store managers are responsible for upholding the image and reputation of the Store.

### **Duties:**

Subject to the provisions set out in the agreement, the Manager shall perform all necessary tasks and duties normally commensurate with the tasks and duties of a manager of a convenience store, as per the procedures manual, including but not limited to the following:

- Operate the store according to the agreed trading pattern in a profitable, efficient and courteous manner maintaining customer satisfaction through quality service.
- Ordering stock for sale in the Convenience Store in a timely manner taking into account climatic and seasonal considerations. All orders are to be processed through the SwiftPOS system.
- Work cooperatively with key suppliers to ensure take-up on specials, promotions etc is maximised apart from where this breaches established supply agreements.
- Weekly banking of all monies received as per directions from Diocesan Office.
- Maintaining books of accounts including Daily sales and cash reconciliation on SwiftPOS
  - All invoices for stock must be dated and signed by the manager as proof of receiving such goods and committed in SwiftPOS
- Carry out quarterly stock takes on the following dates (if non-trading days) or on a non-trading day closest to each date: 31 March; 30 June; 30 September; and 31 December. Stocktakes should not interfere with store trading.
- Carry out day/weekly/monthly ATM reconciliation as per the ATM procedure.
- Operate SwiftPOS registers, EFTPOS and other tasks necessary for effecting retail sales. All sales are to be recorded in SwiftPOS.
- Consult with Remote Store Area Manager (or Diocesan Treasurer if the Remote Store Area Manager is unavailable) on general operations and business of the convenience store on a regular basis and assist to arrange relief staff to cover Managers annual leave requirements.
- Ensure the following trading hours are maintained. The Remote Store Area Manager must approve any changes that are made to the trading hours.

<b>DAY</b>	<b>A.M.</b>	<b>P.M.</b>	<b>Hrs per day</b>
Monday	Closed	Closed	0
Tuesday	Closed	Closed	0
Wednesday	10:00am	6:00pm	8
Thursday	10:00am	6:00pm	8
Friday	10:00am	6:00pm	8
Saturday	10:00am	6:00pm	8
Sunday	9:00am – 1:00pm	3:00pm – 6:00pm	7
<b>Total Trading Hours</b>			<b>39</b>

The store trading hours form part of the Store Managers' 5 1/2 day week (averaged) as there are other duties to be performed while the store is closed. This includes but is not limited to preparation for trade, daily reconciliations, stock receipt and handling, and stock ordering. The remuneration and benefits specified in this contract are deemed to cover payment for the overall performance of the duties of the manager. This includes receipt of goods on Tuesday during the dry season while the trucks are running.

Public Holidays and store operation – The store generally trades half a day on the public holidays falling on normal trading days with the opening and closing times agreed with the Remote Store Area Manager in consultation with the employee, (Other than Christmas Day and Good Friday) see link below:

<https://www.qld.gov.au/recreation/travel/holidays/public>

- Ensure the store is appropriately stocked and restocked as required especially with regard to high turnover items. Inventories and stock storage is to be managed so that stock holdings and ordering requirements are known.
- Ensure the store is clean and well presented.
- Ensure the residence, vehicles and equipment are clean and well-maintained.
- Provide sales figures and other reports to the Diocesan Office on a weekly and monthly basis or as requested.
- Maintain regular contact with the Remote Store Area Manager or delegate.
- Ensure proper Health & Safety measures are in place to lower risk of accident and/or injury.
- Prepare and store foodstuffs in accordance with the appropriate Queensland Health Regulations.
- Maintain a healthy and positive relationship within the local community.
- Initiate product promotions and continue to find ways of attracting/maintaining customer numbers.

In discharging the requirements of your position, you shall:

- follow lawful instructions and directions given to you in good faith by the Diocesan Treasurer or Remote Store Area Manager or their delegate from time to time;
- conduct yourself at all times in a professional manner and take no action which damages or is likely to damage the reputation of the Diocese;
- immediately inform the Remote Store Area Manager or Diocesan Treasurer of any matter of which you become aware which has the capacity to significantly affect the affairs or reputation of the Diocese or any of its entities;
- perform your duties to the best of your ability, knowledge or skill;
- observe appropriate confidentiality and privacy in the discharge of your duties;
- undertake such travel as is reasonably required for the proper discharge of your role.

## **SCHEDULE 2 – STORE OPERATION Policies**

### Booking Up

Under no circumstances, is the Convenience Store Manager permitted to allow any customer to book up purchases to the Anglican Store.

### Cheques

Cheques are not to be accepted in lieu of payment from any customer at any time.

### Contributions

Store Managers are encouraged to involve themselves in community wherever possible. An annual budget for community donations will be agreed with the Remote Store Area Manager. Variation from that budget will require the prior approval of the Remote Store Area Manager.

### Anglican Parish of Kowanyama

The Anglican Convenience Store is in operation to provide a profit to the Church. The profit generated by the stores operations is used primarily to pay for the upkeep of the Store, payment of managers salaries, maintenance on the Rectory and Church and when sufficient funds available, payment of stipend to local clergy member. Store managers are not permitted to discuss the stores operations with the Parish or Community as this information is classified as Commercial-in-Confidence and would be regarded as a serious breach of confidentiality.

### Selling of Items in Store for personal profit

Under no circumstances are Store Managers to retail items in the Anglican Store for personal profit, this also applies to the selling of goods on behalf of friends, relatives or anyone else whether for profit or not.

### Accommodation

The Store accommodation is to be used only by those people as approved by the Remote Store Area Manager. If family or other visitors wish to reside on the premises, this must be discussed with the Remote Store Area Manager prior to their arrival.

As so far as practicable, the store accommodation is to be made available to visiting members of the Diocese on Diocesan business relating to the store. The store residence is also to be made available to any relief store manager covering annual leave of the incumbent managers.

### Alcohol/ Drugs

Store Managers are required to adhere to the laws of the land. Kowanyama has an alcohol plan in place which requires that only low/mid strength beer can be purchased and consumed at the canteen. Any involvement in the illegal consumption, home brewing or smuggling in of alcohol or drugs into the community will not be tolerated.

### Performance as a Team

Employment is offered to you on the basis that you work as a cohesive team member. The other party is that person also approved by contract to work with you. If your partnership fails, or either parties performance or behaviour does not meet that which is required, employment will cease as at that date or as soon as practicable.

### Changes to Stores Operations

Any substantial changes to the operation of the store must first be discussed with and approved in writing by the Remote Store Area Manager. No new supplier will be used unless approved by the Remote Store Area Manager.

### Distribution

All goods being sold in the Stores are to pass through approved suppliers and recorded in SwiftPOS, except with prior approval. Anything not recorded in this manner will be the responsibility of the Managers and will not be paid for by the Diocese unless otherwise approved.

### ATM

The ATM balance should be checked weekly to ensure that it is correct. Due diligence must be applied by the store managers to ensure accuracy to the best of their capabilities. The cash amount in the ATM is to be maintained at a level that suits the organisation. Any excess money is to be banked with the weekly banking.

### Cigarettes

As cigarettes are a high value, sort after commodity in community, a stock audit must be completed weekly. Excel spreadsheets are provided to the Area Manager to reconcile stock on hand with sales and incoming stock to ensure there are no discrepancies. All discrepancies must be accounted for.