



Retail Operations & Maintenance Assistant (ROMA)

The Retail Operations & Maintenance Assistant (ROMA) plays a vital hybrid role at WiMart (Windies Wholesalers and General Services Limited), supporting both frontline customer service and the upkeep of the store's physical environment. As part of a modern, digitally-enabled community convenience club, this position ensures that the store operates smoothly, delivering exceptional service and operational efficiency while maintaining a clean, safe, and well-functioning facility.

JOB DESCRIPTION

Reporting Line: Reports to the Assistant Manager.

Cash Management & Customer Service

- Greet customers warmly and assist with purchases, inquiries and other needs.
- Adherence to the G.U.E.S.T. (Greet, Understand, Engage, Serve, Thank) protocol for every customer interaction.
- Operate POS systems efficiently and ensure accurate cash handling.
- Maintain all merchandise in "SFF" (Stocked, Fronted, Faced) status at all times to ensure product visibility and optimal stock levels.
- Assist with restocking, price checks, and product returns.
- Provide assistance during in-store promotions, events, or community engagement activities.
- Uphold Windies' standards of customer care, community spirit, and product knowledge

Facilities and Maintenance Support

- Conduct daily store opening and closing routines, including lighting, security, and sanitation checks.
- Perform basic maintenance tasks such as:
 - Sweeping, mopping, garbage disposal
 - Light repairs (e.g., tightening shelves, replacing light bulbs)



- Outdoor and yard upkeep
 - Paint touch-ups, minor hardware fixes as needed
 - Proactive reporting of safety, structural, or maintenance issues to management within 1 hour of discovery.
 - Support delivery unloading and backroom organization where applicable.
-
- Assisting in maintaining relevant distribution databases and spreadsheets
 - Tracking and correctly recording general expenditure and income from clients, including credit sales/receipts.
 - Create engaging content involving the Windies brand where possible.
 - Expected to maintain all issued facility items in good condition including mops, rakes, brooms, etc.

Work Schedule:

- Flexible shifts, including evenings, weekends, and public holidays as required.
- Expected to rotate between frontline and facilities duties based on daily priorities.

JOB REQUIREMENTS:

- Prior experience in retail, customer service, or facilities work is preferred.
- Strong communication and multitasking skills.
- Ability to lift up to 40 lbs and stand/walk for extended periods.
- Basic repair and cleaning skills.
- Willingness to work in both indoor and outdoor conditions.
- Must be available to work evenings, weekends and Public Holidays
- Able to multitask, meet deadlines and work well in a fast-paced environment.



- Strong leadership and entrepreneurial skills
- Ability to apply logical and critical thinking skills
- Ability to communicate with suppliers & vendors in a timely and professional manner.
- Proficiency in or willingness to learn POS systems, Google Sheets, and standard digital reporting tools to maintain accurate distribution databases.

COMPLIANCE AND BENEFITS:

- Requirement to sign the company's Confidentiality, Non-Disclosure, and Non-Compete Agreement upon hire.
- Eligibility for the Employee Account policy for staff purchases and store benefits.