**Costa Group Position Description**

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| **Business Unit:** | Costa Farms & Logistics (CF&L) |
| **Position Title:** | Fresh Produce Merchaniser |
| **Department:** | Select Fresh Group / Membrillo |
| **Reporting To:** | Divisional Manager, Membrillo |
| **Location:** | Canning Vale, WA |
| **Date:** | October 2025 |

**1.** **Primary Objective of Position:**

The Fresh Produce Merchandiser is responsible for ensuring that Membrillo’s products are professionally presented, well-merchandised and correctly priced across our supermarket customer network. The role will focus on in-store presentation, product rotation, staff training and supporting sales growth through exceptional merchandising standards. Working closely with the Divisional Manager and Sales Team, the Merchandiser will help ensure that all stores represent the Membrillo brand to the highest possible standard, supporting both operational efficiency and commercial success.

**2. Key Accountabilities and Responsibilities:**

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| **Role Duties** |
| **Merchandising and Store Support*** Maintain consistent, high-quality product displays that maximise visibility and sales.
* Rotate stock to ensure freshness and compliance with FIFO principles.
* Implement point-of-sale materials, signage and ticketing in line with promotional calendars.
* Monitor product quality, shelf presentation and pricing integrity within stores.
* Provide feedback to the sales and procurement teams regarding product performance, customer feedback and competitor activity.
* Ensure planograms and display standards are followed and adjusted as required by store layout or product seasonality.
* Support store staff with product knowledge and visual merchandising guidance.
* Assist stores in managing stock levels to minimise shrinkage and out-of-stocks.
* Support the setup of new product launches and promotional displays.

**Customer and Store Engagement*** Build positive working relationships with store managers and department heads.
* Serve as the primary contact for in-store merchandising queries and support.
* Act as a brand ambassador for Membrillo and Costa Group in the retail environment.
* Gather insights on market trends, competitor activities and opportunities for improved presentation or range expansion.

**Operational Support*** Collaborate with the logistics and procurement teams to ensure timely delivery and replenishment of stock.
* Accurately report on merchandising visits, issues, and store feedback.
* Contribute to continuous improvement by identifying and suggesting ways to optimise display efficiency and reduce waste.
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| **Workplace Health and Safety** |
| * Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees
* Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes
* Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
* Work in accordance with the policies and procedures of Costa Group, as amended from time to time
* Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others
* Be unaffected by alcohol or drugs
* Perform only those procedures or tasks for which he/she has received appropriate training and instructions.
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| **Food Safety and Quality** |
| * Supporting and complying with all of Costa’s food safety and quality related policies and procedures, as amended from time to time
* Demonstrating good personal hygiene practices and use of personal protective equipment
* Handling all produce, using and maintaining all equipment, in a manner that does not compromise food safety & quality
* Immediately reporting, in line with your area of responsibility, any food safety and quality hazards, incidents or near misses to your supervisor or manager
* Leading by example, your behaviour and decisions make the difference, ask for clarification if you are not sure
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| **Core Values** |
| * Determination – acting decisively and with a sense of urgency
* Passion – challenging the status quo and acting with energy and enthusiasm
* Accountability – focusing on outcomes and delivering on commitments
* Sincerity – acting bolding in an open, honest, and responsible manner
* Respect – treating others as we expect to be treated in attitude, communication, and personal safety
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**3.** **Candidate and Role Requirements:**

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| **Education, Experience and Skills** |
| * Experience in fresh produce, retail or FMCG merchandising.
* Excellent communication and interpersonal skills.
* Strong attention to detail and a keen eye for presentation.
* Self-motivated, organised and able to work independently.
* Ability to build rapport with store staff and management.
* Proficient in Microsoft Office and basic reporting tools.
* Valid Drivers’ Licence.
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| **Physical Requirements** |
| * Ability to lift and move up to 20 kilograms.
* Standing and walking for extended periods.
* Frequent driving between store locations.
* Occasional work in refrigerated environments.
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| **Key Challenges** |
| * Ability to lift and move up to 20 kilograms.
* Standing and walking for extended periods.
* Comfortable with frequent driving between store locations.
* Occasional work in refrigerated environments.
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