

# Example Company

POSITION DESCRIPTION	
Position Title	Retail Assistant
Business Unit	Retail
Reports To	Retail Manager
Location	Not Specified
Modern Award Classification	
Date Created	October 2024
Date Approved	October 2024
Review Date	April 2025

POSITION PURPOSE
The Retail Assistant's responsibilities include providing exceptional customer service, boosting retail sales and ensuring high standards of presentation in the store. This role requires effective communication with customers and management of store operations.

ORGANISATIONAL CONTEXT
The organisation aims to enhance the shopping experience by emphasising quality service and engaging with the community. The Retail Assistant plays a crucial role in achieving the organisation's goals by creating a friendly shopping environment and assisting customers with their needs.

KEY RESPONSIBILITIES AND DUTIES
<ul style="list-style-type: none"><li>• Provide outstanding customer service to increase and improve sales.</li><li>• Assistance with gathering online sales.</li><li>• Make sure the point of sale system functions properly, including the reconciliation of daily financial transactions.</li><li>• Showcasing and organising the new inventory.</li><li>• Replenish stock and maintain sufficient inventory levels in the store.</li><li>• Stay updated on the newest products, featuring both recent launches and bestsellers.</li><li>• Urge customers to enrol in store membership programmes.</li><li>• Assist in the general upkeep and tidiness of the retail area.</li><li>• Perform additional tasks as needed to support store operations.</li></ul>

## KEY COMPETENCIES AND SKILLS

### Technical

- Experience in a retail environment.
- Showed expertise in operating point of sale systems and handling cash transactions.
- Strong organisational skills to manage inventory levels efficiently.

### Behavioural

- Excellent skills in engaging with others and communicating proficiently.
- Able to function efficiently in stressful environments.
- Flexibility and a positive attitude towards teamwork.

## OTHER WORK REQUIREMENTS

- Able to work evenings and weekends as needed.
- Willingness to participate in training and opportunities for career advancement.
- Possessing the required certifications as necessary.

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