

Example Company

| POSITION DESCRIPTION | |
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| Position Title | Retail Sales Assistant |
| Business Unit | Park Lane Nursery |
| Reports To | Sales Team and Divisional Manager – Park Lane Nursery |
| Location | N/A |
| Modern Award Classification | |
| Date Created | October 2024 |
| Date Approved | October 2024 |
| Review Date | April 2025 |

| POSITION PURPOSE |
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| The Retail Sales Assistant's job includes providing exceptional customer service by assisting shoppers, selling plants and associated products and giving precise product information. Furthermore, the Sales Assistant makes sure that the products are well maintained and presented in an appealing manner. |

| ORGANISATIONAL CONTEXT |
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| The way we work with clients, customers and each other is influenced by our vision, mission and core values. By focusing on our business and helping one another, we are better equipped to support more people in our community. We aim for a future where every individual, irrespective of their capabilities, can realise their potential while feeling appreciated, happy and confident. |

| KEY RESPONSIBILITIES AND DUTIES |
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| <ul style="list-style-type: none">• Greeting clients, handling phone inquiries and face to face visits, determining the purpose of their contact and directing them to the appropriate staff as required.• Assist in managing and supervising inventory, which includes performing stock counts.• Process transactions involving cash and electronic payments.• Informing the supervisor regarding discrepancies and problems.• Providing guidance and assistance to clients in selecting products.• Routine maintenance duties to keep the space tidy and organised.• Receiving inventory, which includes unloading vehicles, assigning prices and tagging items.• Upkeep of machinery in the plant.• Assist with visual merchandising and promoting products together.• Carrying out tasks securely and adhering to occupational health and safety protocols as specified by the established guidelines. |

- Assist in maintaining and improving designated areas to promptly meet the required standards.
- Weed control by hand pulling and restricted use of herbicides.
- Make sure that the quality of work aligns with the high standards set by the established expectations.
- To effectively and safely manage machinery and equipment to ensure the successful fulfilment of assigned responsibilities.
- Engage in workshops and events that offer both remote and in person options.

KEY COMPETENCIES AND SKILLS

Technical

- Joyful attitude
- Expert knowledge in the cultivation of plants for agriculture
- Intermediate proficiency in computer skills
- Current Driving Licence
- Current police verifications and other relevant cheques to support the position
- Experience in promoting plants and associated gardening products.
- A passion for botany and gardening.
- Proficiencies in customer service and sales within the retail sector, particularly the capability to successfully promote suitable products to improve the customer's experience.

Behavioural

- Outstanding communication abilities and a dedication to exceeding customer expectations.
- Outstanding skills in analysis, flexibility, a forward thinking mindset and a knack for innovative thought.
- The ability to work autonomously while also working cohesively within a team. A willingness and receptiveness to adhere to direction from organisational leaders.
- A commitment to be reliable and available for the scheduled hours, which may include some mandatory weekend shifts.
- An excellent perspective on your role, your colleagues and the company, along with a deep dedication to maintaining customer satisfaction.

OTHER WORK REQUIREMENTS

- Adhere to the policies and procedures regarding Occupational Health and Safety in the workplace.

[Match your position to the right award classification using Award Matcher](#)