

## JOB DESCRIPTION

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| <b>Job Title</b>           | Retail Assistant                                                                                                                   |
| <b>Department</b>          | Retail Operations                                                                                                                  |
| <b>Directly Reports to</b> | Retail Manager<br>In the Retail Manager's absence, the role reports to the Retail Supervisor (2IC) or the Store Manager on Duty.   |
| <b>Key Relationships</b>   | Internal: Retail Supervisor, Store Manager, staff members/colleagues and Inward Goods staff.<br>External: Customers and suppliers. |

**Role purpose:** The Purpose of our Retail Assistant is to provide exceptional customer service, support the day-to-day operations of the store, and contribute to achieving sales targets. They ensure the store is well-organised, merchandise is properly displayed, and customers have a positive shopping experience.

| Key Responsibilities | Key Deliverables/Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Customer Service     | <ul style="list-style-type: none"> <li>Greet customers in a friendly and approachable manner.</li> <li>Complete RedSeed training modules to advise customers with the most accurate information and recommendation about our products.</li> <li>Assist customers in locating products.</li> <li>Handle customer inquiries, complaints, and returns with professionalism.</li> <li>Handling online Click &amp; Collect and Uber orders if the store offers this service.</li> </ul> |
| Sales Support        | <ul style="list-style-type: none"> <li>Upselling or cross-selling techniques to boost sales.</li> <li>Operate the Point of Sale (POS) system efficiently.</li> <li>Process cash, card, and digital payments accurately.</li> <li>Promote store promotions and discounts.</li> <li>Achieve store sales targets.</li> </ul>                                                                                                                                                          |
| Stock Management     | <ul style="list-style-type: none"> <li>Replenish shelves and ensure stock availability.</li> <li>Assist with inventory checks and stocktakes.</li> <li>Maintain organized and visually appealing displays.</li> <li>Monitor stock levels and report shortages to the manager.</li> </ul>                                                                                                                                                                                           |
| Store Maintenance    | <ul style="list-style-type: none"> <li>Ensure the store is clean, tidy, and well-maintained.</li> <li>Always follow health and safety guidelines.</li> <li>Assist in opening and closing procedures, including securing the premises.</li> </ul>                                                                                                                                                                                                                                   |
| Team Collaboration   | <ul style="list-style-type: none"> <li>Work closely with other team members to ensure seamless operations.</li> <li>Support colleagues during busy periods and special events.</li> </ul>                                                                                                                                                                                                                                                                                          |

### Skills and Qualifications

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|  | <ul style="list-style-type: none"> <li>• Previous retail or customer service experience preferred but not essential.</li> <li>• Knowledge of health and wellness products or pharmacy items would be advantageous.</li> <li>• Strong interpersonal and communication skills.</li> <li>• Ability to work in a fast-paced environment.</li> <li>• Attention to detail is essential.</li> <li>• Good organizational and multitasking abilities.</li> <li>• Capable of quickly learning product details to help customers make well-informed choices.</li> </ul> |
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### Attributes

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|  | <ul style="list-style-type: none"> <li>• Strong customer-service orientation, with a natural ability to engage and empathize with the community.</li> <li>• Positive attitude and willingness to learn.</li> <li>• Team player with a proactive approach.</li> <li>• Flexibility to work shifts, weekends, and public holidays.</li> <li>• Reliable, on-time, and dedicated to completing assigned shifts and duties.</li> <li>• Ability to stand for long periods and carry out physical tasks like stocking and arranging products.</li> </ul> |
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*This Job Description is not intended to be a complete and exhaustive list of duties and responsibilities. The scope and functions of the Retail Assistant role may be amended from time to time in consultation with the employee, to adapt to changing conditions and service requirements of a dynamic work environment.*

Employee name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_