

309 – Sales Assistant - Position Description

POSITION TITLE:	Sales Assistant
POSITION NUMBER:	309
TEAM:	Programs Team
REPORTS TO:	Programs Manager
AWARD:	Retail
AWARD CLASSIFICATION:	
SUPERVISES DIRECTLY:	Nil
BUDGETARY RESPONSIBILITY:	
LAST REVIEWED:	28/8/21, Ron Palmer, HR Consultant

1. ORGANISATIONAL CONTEXT

PURPOSE AND OBJECTIVE OF ORGANISATION:

The Bower is an environmental charity and social enterprise and are a purpose-driven not-for-profit organisation committed to reducing landfill. All of The Bower's services and programs are based on the ethos of reuse and repair:

- **Environment:** to reduce the amount of waste entering landfill by reclaiming household items for repair, reuse and resale
- **Creativity:** to encourage reuse via repair and up-cycle workshops
- **Community:** to provide affordable goods to low-income earners and other disadvantaged groups and to generate local employment

PURPOSE AND OBJECTIVE OF TEAM:

The overall objective of the Programs Team is to deliver quality customer service to The Bowers clients and assist in the achievement of The Bowers business, community and environmental goals

PURPOSE AND OBJECTIVE OF ROLE:

The Sales Assistant is responsible for providing effective support to the Programs Manager and providing quality assistance and support to all clients of The Bowers retail services.

This role is critical to The Bower achieving increased revenue and achieving excellence in service

2. KEY ACCOUNTABILITIES / POSITION ACTIVITIES

- Work with other Sales and Customer staff to increase sales revenue and meeting agreed targets
- Adhere to the pricing strategies and policies as determined by the Programs Manager in consultation with the Sales team
- Actively contribute and encourage ideas to improve sales revenue
- Product presentation
- Stock and stock control
- Assist and coach volunteers under direction and guidance from the Programs Manager
- Cashiering
- Perform all other duties as required

3. DECISION MAKING

Sets priorities and exercises judgment in areas of responsibility

4. COMMUNICATION

This is a front line customer service role and the job holder needs to communicate with members of the public professionally and patiently.

5. TECHNOLOGY

Technology proficiency would assist in this role.

6. SUCCESS INDICATORS 2021/2022

- Safety – commitment to and compliance with The Bower’s safety standards
- Uphold The Bowers purpose and values at all times
- Ability to work unsupervised
- Contribute positively within a team environment
- Demonstrate a friendly, positive attitude, with a willingness to learn
- Flexible approach and the ability to take initiative
- Demonstrate genuine respect for all people regardless of their situation
- Positive customer feedback
- Retail premises are kept in a clean, hygienic and tidy condition.
- Work with others cooperatively

309 – Sales Assistant – Selection Criteria Menu

SUMMARY IDEAL SELECTION CRITERIA

Qualifications

- Relevant Tertiary or TAFE Qualification in Retail Operations

Experience

- Retail experience
- Stock control experience
- Cashiering
- Working in team
- Customer interaction
- Community work
- Experience in training others
- Stock presentations

Strengths

- Engaging
- Positive
- Safe
- Coach
- Problem solver
- Organised
- Flexible
- Communicator
- Customer focused

Fundamentals

- Drivers License
- Clear criminal check
- Clear working with children/vulnerable people check