

PROUDLY LOCAL HELPING LOCALS

RETAIL ASSISTANT – WHITSUNDAY

Casual (approx. 25 –30 hours per week)

Purpose of the Position:

To be responsible for providing exceptional customer service and to assist with sales, stock control and merchandising in all areas of the branch.

Duties & Responsibilities Include:

- Service customers promptly and efficiently at point of sale counter.
- Contact appropriate departments for goods required by customers that are not held within the Branch to check stock availability.
- Assist with Quotes, Customer Orders and Quote & Order Follow Up to maximise sales opportunities.
- Assist with implementation of marketing events and sales initiatives.
- Stock rotation, merchandising and presentation, pricing tickets, general house-keeping and other duties as requested, in line with company procedure.
- Give accurate and informed information to customer requiring items from other departments
- Ensure all product labelling is accurate with codes and pricing.
- Ensure all stock is located as per bin locations and/or has adjustments made to stock sheets for stock positions.
- Participate in product and procedure training initiatives

Skills Required Include:

- Demonstrated exceptional customer service and customer focus
- Proven sales experience. Hardware and lifestyle product knowledge an advantage.
- Approachable, confident and energetic with a pleasant disposition and the ability to effectively deal with customer queries and/or customer complaints.
- The ability to communicate and work effectively within a sales team and demonstrate strong interpersonal and relationship building skills.
- Strong initiative and the ability to prioritise tasks to maximise efficiencies.

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