

**Position Description**

**Position title: Retail Assistant**

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| **Reports to:** | Store Manager |
| **Purpose of position**This position is responsible for serving customers, driving sales, and achieving high levels of customer satisfaction. |
| **Key responsibilities** |
| ***Contribute to the development of Foreign Market business*** | * Assist with developing and managing social media communications for foreign markets.
* Develop relationships with customers in foreign markets.
* Manage orders and coordinate delivery of products to foreign customers.
* Assist with organising daily promotions to target markets

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| ***Meet and greet customers*** | * Acknowledge and greet customers.
* Establish rapport with customers
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| ***Sell products and services*** | * Approach customer and gather information on customer requirements
* Apply product knowledge and sell benefits of particular products to meet customer requirements
* Maximise sales opportunities (eg. by selling the benefits of products and the customer may be interested in)
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| ***Work effectively within a retail sales environment*** | * Develop knowledge of the retail store and its products.
* Participate in work teams and meetings.
* Maintain personal presentation.
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| ***Work at point of sale registers*** | * Operate point of sale registers competently.
* Wrap and pack goods for customers.

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| ***House keeping*** | * Clean and tidy the work area as required.
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| ***Promote the image of retail store and merchandise*** | * Ensure that stock is presented in a manner that is appealing to customers, and in line with the requirements of the store.
* Prepare and place display labels & tickets
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| ***Minimise theft*** | * Minimise theft by being aware of the potential for theft and by monitoring the behaviour of customers.
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| ***Perform stock control procedures (non dispensary)*** | * Receive and process incoming goods
* Rotate stock and ensure that oldest stock is always displayed first
* Participate in stock takes
* Re-order stock
* Despatch stock
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| ***Compliance obligations*** | * Adhere to the pharmacy’s policies, HR policies, including anti-discrimination, and anti-bullying.
* Adhere to health and safety policies and proactively contribute to maintaining a safe workplace.
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| ***Other duties*** | * Perform all other duties as required by the pharmacist/manager
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| **Knowledge, Skills and Abilities** |
| ***General skills and abilities*** | * Strong customer service skills and the ability to sell
* Highly motivated
* Ability to work as a member of a team
* Well presented
* High level of honesty and integrity
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I declare that I have read and understood the requirements of this position.

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| **Signature of employee** |  |  |
| **Name:** |  |  |
| **Date:** |  |  |