

**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 |
| ***Meet and greet customers*** | * Acknowledge and greet customers. * Establish rapport with customers |
| ***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) |
| ***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. |
| ***Work at point of sale registers*** | * Operate point of sale registers competently. * Wrap and pack goods for customers. |
| ***House keeping*** | * Clean and tidy the work area as required. |
| ***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 |
| ***Minimise theft*** | * Minimise theft by being aware of the potential for theft and by monitoring the behaviour of customers. |
| ***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 |
| ***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. |
| ***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 |

I declare that I have read and understood the requirements of this position.

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